

# EXHIBIT 5

1 IN THE UNITED STATES DISTRICT COURT  
2 FOR THE SOUTHERN DISTRICT OF NEW YORK

3 JOSEPH WOLF, et al,  
4 Plaintiffs,

5 Vs. NO. 7:23CV00558

6 DOLLAR GENERAL  
7 CORPORATION et al,

8 Defendants.  
9

10 DEPOSITION

11 OF

12 MIA SAVALOJA

13 December 14, 2023

14 REPORTER NOTE: PORTIONS OF THIS TRANSCRIPT MAY  
15 BE SUBJECT TO THE PROTECTIVE ORDER ENTERED IN  
16 THIS CASE.

17 VERITEXT REPORTING CORPORATION

18 236 Adams Avenue

19 Memphis, TN 38103

20 901-523-8974  
21  
22  
23  
24

1           The deposition of MIA SAVALOJA is taken on  
2           this, the 14th day of December, 2023, on behalf  
3           of the Plaintiffs, pursuant to notice and  
4           consent of counsel, beginning at approximately  
5           10:00 a.m., CST, via Zoom videoconference, with  
6           Mr. Edwards appearing via zoom from Knoxville,  
7           Tennessee; Mr. Merino appearing from North  
8           Brunswick, New Jersey, the witness, Ms. Collier  
9           and Mr. Taylor appearing from Goodlettsville,  
10          Tennessee; and Mr. Dominski appearing from Olive  
11          Branch, Mississippi.

12           This deposition is taken pursuant to  
13          the terms and provisions of the Federal Rules of  
14          Civil Procedure.

15           All forms and formalities are waived.  
16          Objections are reserved, except as to form of  
17          the question, to be disposed of at or before the  
18          hearing.

19           The signature of the witness is  
20          waived.

A P P E A R A N C E S

FOR THE PLAINTIFFS:

ADAM EDWARDS, ESQ.  
MILBERG-COLEMAN, PLLC  
800 Gay Street  
Knoxville, Tennessee 37292

and

JAVIER MERINO, ESQ.  
DANN LAW FIRM  
1520 US Highway 130  
New Brunswick, NJ 08902

FOR THE DEFENDANTS:

TRENT TAYLOR, ESQ.  
McGUIRE-WOODS, LLC  
800 Canal Street  
Richmond, Virginia, 23219

Also present: MS. KELLY COLLIER  
General Counsel  
to Dollar General Corp.

COURT REPORTING FIRM:  
VERITEXT REPORTING CORPORATION  
BRIAN DOMINSKI, LCR #114  
236 Adams Avenue  
Memphis, Tennessee 38103

I N D E X

Examination by Mr. Edwards, 5,12

EXHIBITS

Exhibit 1, deposition notice, 52,6

Exhibit 2, compliance script, 60,4

Exhibit 3, Customer service SOP 88, 86,8

Exhibit 4, safety and compliance, 96,14

REPORTER NOTE: Exhibits uploaded to Veritext  
portal post-deposition by Mr. Edwards.

1 MIA SAVALOJA,

2 Having been first duly sworn, was examined and  
3 testified as follows:

4 MR. EDWARDS: Anything before we start  
5 from the court reporter or the videographer?

6 THE REPORTER: Adam, there is no  
7 videographer.

8 MR. EDWARDS: Off the record.

9 (Off-the-record discussion.)

10 EXAMINATION

11 BY MR. EDWARDS:

12 Q. Good morning. Please state your full  
13 name for the record.

14 A. Mia Savaloja.

15 Q. All right, Ms. Savaloja, do you  
16 understand that you took an oath earlier this  
17 morning that is the same oath as if you were  
18 testifying in court?

19 A. Yes, I understand.

20 Q. Okay. I'm going to ask you a series of  
21 questions today, and the court reporter is going  
22 to be recording all of my questions and all of  
23 your answers. Do you understand that?

24 A. I do.

1 Q. Okay. So it is also very important  
2 that we make a clear record today. So if you  
3 could try your best to avoid answers like uh-huh  
4 and ug-huh, that will help us to make that clear  
5 record. Can we agree to do that?

6 A. Yes, we can agree.

7 Q. All right. Also I'm going to try to be  
8 as clear as I can with the questions that I ask  
9 today, but inevitably I may ask a confusing  
10 question. If I do ask a question do you don't  
11 understand, rather than you guessing about what  
12 I'm asking, I'd rather you just ask me to  
13 rephrase it, and I'll be glad to did that. Can  
14 we agree to that?

15 A. Yes, we can.

16 Q. The flip side of that is if I ask you a  
17 question and you give me answer, an I'm going to  
18 assume that you understood it. Is that fair?

19 A. That's fair.

20 Q. All right. Have you ever given a  
21 deposition before?

22 A. Yes.

23 MR. TAYLOR: Just one second, Adam.

24 Before we get started, I wanted to put on the

1 record a couple things real quick.

2 The first one just being that this  
3 proceeding and the transcripts and the exhibits  
4 are governed by a protective order in the case  
5 and we'll make the appropriate confidentiality  
6 designations pursuant that protective order.

7 The second thing, I don't think we need  
8 appearances for the record, but if we could just  
9 make it clear who is here in some form or  
10 fashion, that would be great.

11 MR. EDWARDS: I usually leave that up  
12 to the court reporter whether he has already got  
13 the appearance.

14 Mr. Court Reporter, do you have the  
15 appearances?

16 THE REPORTER: No need to. It'll be on  
17 the appearance page.

18 Q. (BY MR. EDWARDS) I think I was asking  
19 you if you have ever given a deposition before  
20 today. Will you please answer that question?

21 A. Yes, I have.

22 Q. How many?

23 A. Approximately eight.

24 Q. Wow. Okay. When was the most recent



1 deposition before today?

2 A. The most recent deposition before today  
3 was approximately ninety days ago.

4 Q. Okay. What type of case?

5 A. It was an EEOC case.

6 Q. Was there some sort of employment issue  
7 where Dollar General was sued?

8 A. I believe it was related to a  
9 termination issue, yes.

10 Q. Who was that case brought by, do you  
11 recall?

12 A. I recall the name to be Bill Dokum  
13 (Phonetic).

14 Q. What was his position at Dollar  
15 General?

16 A. Bill was a district manager.

17 Q. In what state?

18 A. Oklahoma.

19 Q. Do you have a -- I understand you are  
20 not a lawyer, but do you have a high-level  
21 understanding of what his allegations were in  
22 that case.

23 MR. TAYLOR: Object to the form.

24 You can answer.

1           A.    I do have a high-level understanding of  
2   that, yes.

3           Q.    (BY MR. EDWARDS) What your high-level  
4   understanding?

5           A.    My high-level understanding is that  
6   Bill believed he was wrongly terminated due to  
7   his age.

8           Q.    Okay. Did you appear at the deposition  
9   individually or as a corporate representative  
10   for Dollar General?

11          A.    As a representative for Dollar General.

12          Q.    Was that case venued in Oklahoma?

13          A.    I'm not sure I understand what "venued"  
14   means. I believe, yes, he brought it in  
15   Oklahoma.

16          Q.    Okay.

17          A.    I honestly don't recall that discussion  
18   point.

19          Q.    Understood. So what is the second-  
20   most-recent deposition you testified in?

21          A.    Oh, gosh, I think prior to that was  
22   another employment case, but it had been a  
23   couple of years. So I don't have complete  
24   recall of the details of that one. It was an

1 employment case.

2 Q. Do you recall what state that lawsuit  
3 originated in?

4 A. I don't recall, no.

5 Q. Did you appear as a representative for  
6 Dollar General in that case?

7 A. I did.

8 Q. Okay. All right. We've talked about  
9 two out of the eight depositions. Out of those  
10 eight, were they all employment-related cases?

11 A. They were.

12 Q. Okay.

13 A. Yes.

14 Q. Is this the first time have you given a  
15 deposition as an employee of Dollar General that  
16 didn't involve some sort of employment issue --  
17 or let me ask it this way -- a case brought by a  
18 former employee about employment-related claims?

19 A. Yes, it is the first time.

20 Q. Okay. Have you been involved in any  
21 way in any other litigation involving pricing  
22 discrepancy or overcharges to consumers?

23 MR. TAYLOR: Objection, form.

24 You can answer.

1 A. No, I have not.

2 Q. (BY MR. EDWARDS) We'll get back to  
3 that. Is there anything that would prevent you  
4 from testifying truthfully today, medications,  
5 other issues going on in life that might make  
6 your memory fuzzy or something like that?

7 A. No, sir.

8 Q. If you need to take a break at any  
9 time, please don't hesitate to ask. I would  
10 ask, though, that we not take breaks while a  
11 question is pending. Can we agree it that?

12 A. We can.

13 Q. Okay. I suspect you probably won't  
14 need them because I take breaks pretty  
15 frequently myself. We'll be okay there, I  
16 think.

17 A. Okay.

18 Q. Are you represented by counsel at this  
19 deposition?

20 MR. TAYLOR: Objection to the form.

21 You can answer.

22 A. I'm not.

23 Q. (BY MR. EDWARDS) Okay. Where are you  
24 sitting for this deposition?

1           A.    I am sitting at Dollar General's  
2 corporate headquarters.

3           Q.    Where at?

4           A.    Goodletsville, Tennessee.

5           Q.    Who is in the room with you currently?

6           A.    Trent Taylor, Kelly Collier.

7           Q.    Anyone else?

8           A.    No, sir.

9           Q.    If that changes throughout the day, if  
10 other people come into the room where you are  
11 giving your deposition, please let me know.  
12 Will you agree to that?

13          A.    Yes, sir.

14          Q.    Okay. Did you do anything to prepare  
15 for your deposition today?

16          A.    To prepare for today's deposition I  
17 really just, you know, prepared by going over  
18 some of my personal documents related to  
19 compliance.

20          Q.    By "personal documents," do you mean  
21 E-mails?

22          A.    E-mails, yes.

23          Q.    Okay. Did you participate in the  
24 gathering of documents responsive to the

1 discovery requests in this case?

2 MR. TAYLOR: Objection, form.

3 You can answer.

4 A. I did not personally participate, no.

5 Q. (BY MR. EDWARDS) Okay. You didn't  
6 forward any E-mails or anything of that nature  
7 to answer discovery requests?

8 MR. TAYLOR: Objection, form.

9 A. I did not.

10 Q. (BY MR. EDWARDS) Did you assist in  
11 preparing answers to the written questions or  
12 interrogatories in this case?

13 MR. TAYLOR: Object to the form.

14 You can answer.

15 A. I did not.

16 Q. (BY MR. EDWARDS) Other than -- well,  
17 first let me ask you this: Do you recall  
18 approximately how many documents you reviewed in  
19 preparation for your deposition today?

20 A. I don't. I wasn't keeping track of the  
21 number of documents.

22 Q. Do you think it was like more than  
23 twenty?

24 A. Possibly in the range of twenty or

1 more.

2 Q. Okay. Does that mean your best guess  
3 would be somewhere between thirty, thirty or  
4 forty documents total?

5 MR. TAYLOR: Objection, form.

6 You can answer.

7 A. Yes. If I had to guess.

8 Q. (BY MR. EDWARDS) Okay. Did you select  
9 the documents to review or did someone select  
10 the documents for you?

11 MR. TAYLOR: Objection, form.

12 You can answer.

13 A. I selected the documents.

14 Q. (BY MR. EDWARDS) Okay. What was your  
15 criteria for selecting the documents you chose  
16 to review for the deposition today?

17 A. The criteria was based on the topic  
18 that we're discussing today.

19 Q. Okay. What do you believe to be the  
20 topic that we're discussing today?

21 A. I believe the topic to be New York  
22 pricing.

23 Q. Okay. Did you also have some  
24 preparation sessions with counsel, either of the

1 two people in the room with you today?

2 A. Yes, we met.

3 Q. For how long roughly?

4 A. I think it was maybe three hours or so  
5 we met.

6 Q. When was that meeting?

7 A. Yesterday.

8 Q. Okay. Is that Mr. Taylor and  
9 Ms. Collier that you met with?

10 A. That's correct.

11 Q. Anyone else?

12 A. No, sir.

13 Q. Did you talk with any employees,  
14 supervisors or co-workers of any kind about this  
15 deposition?

16 A. No one.

17 Q. Okay.

18 A. Of any or type, no.

19 Q. Let me make the question a little  
20 broader and expand it beyond this deposition.  
21 Have you talked with any co-workers about the  
22 subject matter of this litigation?

23 MR. TAYLOR: Objection, form.

24 You can answer.



1 A. No, sir.

2 Q. (BY MR. EDWARDS) Have you seen the  
3 complaint in this matter?

4 A. Yes.

5 Q. Okay. Have you reviewed the  
6 allegations in the complaint?

7 MR. TAYLOR: Objection, form.

8 You can answer.

9 A. Yes.

10 Q. (BY MR. EDWARDS) Did any factual  
11 allegations jump out to you as being false when  
12 you reviewed the complaint?

13 MR. TAYLOR: Objection, form.

14 A. Can you go ahead and restate the  
15 question for me.

16 Q. (BY MR. EDWARDS) Sure. When you've  
17 reviewed the complaint in this case, do you  
18 recall if any of the factual allegations jumped  
19 out to you as being false.

20 A. I don't recall.

21 Q. Do you have a general understanding of  
22 what the plaintiffs in this case allege that  
23 Dollar General did wrong?

24 MR. TAYLOR: Objection, form.

1           You can answer.

2           A.    The understanding I have is that the  
3    plaintiffs object to pricing overcharges.

4           Q.    (BY MR. EDWARDS) Okay. Do you agree  
5    that over the past three years or so Dollar  
6    General has been dealing with an issue related  
7    to customer overcharges?

8           MR. TAYLOR: Objection to the form.

9           You can answer.

10          A.    Over the past three years I acknowledge  
11    that there have been overcharges.

12          Q.    (BY MR. EDWARDS) Have there been  
13    overcharges at a rate that is unacceptable to  
14    Dollar General, would you agree to that?

15          MR. TAYLOR: Objection, form.

16          You can answer.

17          A.    The overcharges in some situations,  
18    yes.

19          MR. TAYLOR: Object to the form.

20          You can answer.

21          Q.    (BY MR. EDWARDS) The way you answered  
22    that leads me to believe that you may feel that  
23    overcharges in some situations are okay or  
24    acceptable. Is that correct?

1 MR. TAYLOR: Objection, form.

2 A. Overcharges are not acceptable to  
3 Dollar General any situation.

4 Q. (BY MR. EDWARDS) Why is that?

5 A. Why is that is the importance of  
6 customer satisfaction and that we are charging  
7 the correct price at the register.

8 MR. TAYLOR: Object to the form.

9 You can answer.

10 Q. (BY MS. FARID) So if the customer is  
11 buying Product X and it is on the shelf for a  
12 dollar and it rings up at a dollar fifty, you  
13 would agree that's unfair to the customer?

14 MR. TAYLOR: Object to the form.

15 You can answer.

16 A. If the price at the register rings  
17 differently than the price at the shelf, that's  
18 not acceptable.

19 Q. (BY MR. EDWARDS) Okay. Is that unfair  
20 to the customer?

21 MR. TAYLOR: Object to the form.

22 You can answer.

23 A. It is not customer satisfaction, no.

24 Q. (BY MR. EDWARDS) What is your current

1 job title?

2 A. My current job title is senior  
3 director, store operations, communication.

4 Q. How long have you had that job title?

5 A. Well, for this particular round I have  
6 had that job title since May, but at other  
7 junctures in my career I've had that same job  
8 title but I've had this specific job title since  
9 May of this year.

10 Q. So you've been the senior director,  
11 store operations, for Dollar General since May  
12 of 2023. Is that correct?

13 A. It is important to add the word  
14 "communication." Store operations,  
15 communication.

16 Q. Okay.

17 A. So, yes, I've had that title since May  
18 of this year.

19 Q. Okay. Just so the record is clear, by  
20 "this year," you mean 2023?

21 A. 2023, yes.

22 Q. Okay. We may be reading this  
23 transcript two years from now and we want to  
24 make sure we're correct.

1 A. Understood.

2 Q. What was your job title prior to May of  
3 2023 with Dollar General?

4 A. My job title prior to May of 2023 was  
5 senior director, store operations, communication  
6 and store compliance.

7 Q. There was a cough there. Did you say  
8 "and store compliance"?

9 A. I did, yes.

10 Q. Okay. So it sounds like -- first let  
11 me ask you this: How long did you have -- these  
12 titles are getting long. I'm going to try my  
13 best.

14 A. They are.

15 Q. I'll start again. How long did you  
16 have the job title for Dollar General senior  
17 director, store operation, communication and  
18 store compliance?

19 A. 2017 would have been the start of that  
20 job title.

21 Q. Okay. All right. So why, if you know,  
22 in May of 2023 did they drop the part of the  
23 title that says "store compliance"?

24 MR. TAYLOR: Object to the form.

1           You can answer.

2           A.    It is fairly common in retail companies  
3   that there are re-org's, that companies move one  
4   function to a different functional area for  
5   whatever number of reasons, and so it was  
6   decided at the end of April that store  
7   compliance would report into asset protection.

8           Q.    (BY MR. EDWARDS) So asset protection is  
9   another department within Dollar General?

10          A.    Asset protection is a department within  
11   Dollar General that sits within the overall  
12   store operations umbrella.

13          Q.    So who is the head of asset protection?

14          A.    The head of asset protection is Amelia  
15   Kennedy. She is the vice-president of asset  
16   protection.

17                An important distinction that I should  
18   add there is she is the vice-president of the  
19   corporate side.

20          Q.    So I guess is her --

21                (Zoom freeze.)

22                (Off-the-record discussion.)

23                MR. EDWARDS: I'll pick up with the  
24   same follow-up question I think you missed,

1 Brian.

2 Q. (BY MR. EDWARDS) So who is the person  
3 responsible in asset protection on the field  
4 side?

5 A. Erin Carlisle.

6 Q. Okay. I think that covers everything.  
7 So let's go back to when you started in your  
8 position of senior director, store operations,  
9 communication and store compliance in 2017. Are  
10 you with me there?

11 A. I'm with you.

12 Q. Okay. So it sounds like from the time  
13 you assumed that job title in 2017 up through  
14 May of 2023, this year, that store compliance  
15 would have reported to you. Is that accurate?

16 MR. TAYLOR: Object to the form.

17 You can answer.

18 A. That's accurate.

19 Q. (BY MR. EDWARDS) Okay. Then some time  
20 around May of 2023, before that, Dollar General  
21 made the decision that store compliance would  
22 now report to asset protection?

23 A. That's correct.

24 Q. Okay. So in May of 2023 you lost part

1 of your job responsibilities. Is that accurate?

2 MR. TAYLOR: Object to the form.

3 You can answer.

4 A. In May of 2023 I no longer had store  
5 compliance, yes.

6 Q. (BY MR. EDWARDS) Okay. Can you tell  
7 me, if you know, why that decision was made?

8 MR. TAYLOR: Object to the form. Asked  
9 and answered.

10 You can answer.

11 A. The decision was really made for  
12 efficiencies. Asset protection certainly has a  
13 compliance element to it. They've got a large  
14 field organization. The store support center  
15 side of the organization had also grown. So it  
16 made sense to the leadership team to combine the  
17 two.

18 Q. (BY MR. EDWARDS) Do you think that  
19 moving store compliance to report to asset  
20 protection had anything to do with Dollar  
21 General's attempt to try to do a better job at  
22 compliance as it relates to pricing accuracy?

23 MR. TAYLOR: Object to the form.

24 You can answer.



1           A.    I think the move of store compliance to  
2    asset protection was to take advantage of  
3    synergies, a larger team, you know, to form a  
4    bigger group to look at the big picture.

5           Q.    (BY MR. EDWARDS) But you don't believe  
6    that the move for store compliance to start  
7    reporting to asset protection had anything to do  
8    with pricing inaccuracies?

9           MR. TAYLOR: Object to the form.

10          You can answer.

11          A.    I wouldn't say that because the officer  
12    level are making those decisions. Details like  
13    that wouldn't necessarily be shared with me.

14          Q.    (BY MR. EDWARDS) Okay. So it may have  
15    had something to do with pricing accuracies and  
16    it may not, you just didn't know?

17          A.    Yeah. What I'm saying is I don't know,  
18    yeah.

19          Q.    Okay. Who do you report to?

20          A.    I report to Dan Connnow. He is the  
21    vice-president of store operations.

22          Q.    How many people report to you?

23          A.    I have four direct reportables.

24          Q.    What are their names?

1           A.     Clarice Siegel, S I E G E L, Jillian  
2     Kaufman, K A U F M A N, Monica Sullivan, Tony  
3     Whitmore, W H I T T E M O R E.

4           Q.     Okay. What are their job titles?

5           A.     Clarice, Jillian and Tony are senior  
6     managers of store operations.

7           Q.     Okay.

8           A.     Monica Sullivan is a manager of store  
9     operations.

10          Q.     Are all four of those individuals'  
11     responsibilities nationwide or are their  
12     responsibilities limited to a particular region  
13     or district?

14          A.     All four of them have nationwide  
15     responsibilities.

16          Q.     Okay. What is your educational  
17     background?

18          A.     My educational background is an  
19     undergraduate degree from Westminster College in  
20     business administration.

21          Q.     Okay. Where is that at, Westminster,  
22     College?

23          A.     Fulton, Missouri.

24          Q.     So you have a bachelor's degree in

1 business administration?

2 A. Yes, I do.

3 Q. Okay. Let me ask you this: I was  
4 going to ask you, and I still will, about your  
5 activities and job responsibilities, like a  
6 typical workday, but let me ask you this  
7 question: Since compliance now since May of  
8 2023 reports to a different area, are you still  
9 since May of 2023 involved in compliance issues  
10 at all as they relate to pricing inaccuracy?

11 MR. TAYLOR: Object to the form.

12 You can answer.

13 A. No, sir. Seven months ago that  
14 transition occurred, and I am not involved in the  
15 day-to-day of store compliance.

16 Q. (BY MR. EDWARDS) Okay. Since May of  
17 this year, 2023, is there a singular person or  
18 people that you could point to that are now  
19 involved in the day-to-day of store compliance?

20 MR. TAYLOR: Object to the form.

21 You can answer.

22 Q. (BY MR. EDWARDS) Would that be Amelia  
23 and Erin, for example?

24 A. The person I would point to -- the key

1 words there that you mentioned are "day to day."  
2 So the day to day is managed by a director. Her  
3 name is Rebecca O'Brien.

4 Q. Okay. What is Rebecca O'Brien's job  
5 title?

6 A. Director, store compliance.

7 Q. Do you know how long she has had that  
8 job title?

9 A. She has had that job title -- let me  
10 just think about that for a second here. When  
11 Rebecca transitioned into the group, it was  
12 approximately a year and a half that she has had  
13 that job title.

14 Q. Do you know who had that job title  
15 before her?

16 A. I do. The person that had that job  
17 title before Rebecca was Maribeth Dedmon.

18 Q. So prior to Rebecca O'Brien, Maribeth  
19 Dedmon was director of store compliance?

20 A. That's correct.

21 Q. Is Maribeth Dedmon still with Dollar  
22 General?

23 A. She is.

24 Q. What is her job title now, if you know?

1 A. Director, global compliance.

2 Q. So she got a promotion?

3 MR. TAYLOR: Object to the form.

4 You can answer.

5 A. She didn't get a promotion. Rebecca's  
6 predecessor was a director. Maribeth was a  
7 director.

8 Q. (BY MR. EDWARDS) I see.

9 A. That would have been a lateral move for  
10 Maribeth when she went over to global  
11 compliance.

12 Q. Okay. Before May of 2023 did Rebecca  
13 O'Brien report to you?

14 A. She did.

15 Q. And was the same true for Maribeth?

16 A. The same was true, yes.

17 Q. Would you agree that post-epidemic,  
18 post-COVID-19, pricing inaccuracy -- that issue  
19 kind of came to the forefront for Dollar General  
20 or became a more important issue for Dollar  
21 General?

22 MR. TAYLOR: Object to the form.

23 You can answer.

24 A. Post-COVID there were I would say

1       unprecedented things going on in the pricing  
2       world for sure. So, you know, that relates to  
3       supply chain issues, you know, vendors passing  
4       on price increases, et cetera. So coming out of  
5       COVID it was an unprecedented time.

6       Q.     (BY MR. EDWARDS) So over the last --  
7       let me ask it this way: In the years following  
8       COVID, did you notice an increase in failed  
9       government audits related to pricing, for  
10      example?

11           MR. TAYLOR: Object to the form.

12           You can answer.

13      A.     I don't know that I would quantify that  
14      as plural, but, yes, at a point I did notice  
15      that there was an increase.

16      Q.     (BY MR. EDWARDS) Okay. Approximately  
17      what year?

18      A.     Well, I think going back to my comment  
19      prior is that in 2022 we can certainly agree or  
20      disagree on what the coming-out-of-COVID time  
21      frame is, but I think the impact for us was more  
22      visible in 2022.

23      Q.     What was more visible?

24      A.     Things like unprecedented price changes

1 in 2022.

2 Q. Okay. My question was specific to did  
3 you notice an increase in pricing inaccuracy in  
4 2022?

5 MR. TAYLOR: Object to the form.

6 You can answer.

7 A. The answer is yes.

8 Q. (BY MR. EDWARDS) I'm going to shift  
9 gears a little bit and we're going to come back  
10 to some of these things. Can you explain what  
11 the my DG program is?

12 A. That term exactly, "my DG"?

13 Q. Yeah.

14 A. I'm not familiar with what "my DG" is.  
15 I'm familiar with "DG me," "DGE." There are  
16 lots of DG things.

17 Q. All right. What I'm referring to is  
18 Dollar General's rewards program --

19 A. Oh, okay.

20 Q. -- for its customers. Are you familiar  
21 with that program?

22 A. I am familiar with programs that are  
23 available to customers, things like digital  
24 coupons, et cetera.

1 Q. Are you aware that Dollar General has  
2 an app for its customers?

3 A. I am.

4 Q. Do you have the app on your phone?

5 A. I do.

6 Q. Okay. Do you remember when you signed  
7 up for the app?

8 A. It has been so long, I do remember when  
9 I signed up, but, yes.

10 Q. Do you recall when you sign up for the  
11 app or when you register for the program on the  
12 app for Dollar General you put in things like  
13 your E-mail address?

14 MR. TAYLOR: Object to the form.

15 You can answer.

16 A. Yes.

17 Q. (BY MR. EDWARDS) You put in your  
18 address and zip code?

19 MR. TAYLOR: Same objection.

20 A. I remember a form. I think it included  
21 address, zip code, things of that nature.

22 Q. (BY MR. EDWARDS) Do you use the rewards  
23 program or IDG app?

24 A. I do. I do.



1 Q. Okay. How do you use it?

2 A. I use it mostly for digital coupons. I  
3 mean everybody -- there is good offers in there,  
4 and they are easy to clip.

5 Q. Okay. Do you know if -- when I went to  
6 the app, it appears that you can accumulate  
7 different things based on your purchase history.  
8 That's very high level. Is that your general  
9 understanding?

10 MR. TAYLOR: Object to the form.

11 You can answer.

12 A. That's my general understanding. I  
13 believe that's fairly new. But, yes, that is my  
14 general understanding.

15 Q. (BY MR. EDWARDS) Okay. So if a  
16 customer goes in and uses the DG app at  
17 purchase, there is something that -- there is a  
18 database where Dollar General keeps track of  
19 purchase history. Is that reasonable?

20 MR. TAYLOR: Object to the form.

21 You can answer.

22 A. That's reasonable.

23 Q. (BY MR. EDWARDS) Do you have any idea  
24 of -- let me back up for a second.

1           You would agree with me that many  
2 Dollar General customers are repeat purchasers,  
3 right?

4           MR. TAYLOR: Object to the form.

5           You can answer.

6           A. Many Dollar General customers are  
7 repeat customers, yes.

8           Q. (BY MR. EDWARDS) You guys, your  
9 marketing department, probably has analysis of  
10 those things, right, like what percentage of the  
11 customers are repeat purchasers?

12           MR. TAYLOR: Objection, form.

13           A. Yes.

14           Q. (BY MR. EDWARDS) Have you ever seen any  
15 of that data or have any understanding as to  
16 what percentage of Dollar General's customers  
17 are repeat purchasers?

18           MR. TAYLOR: Objection, form.

19           A. There is I believe it is quarterly,  
20 either quarterly or some regular time in which  
21 customer experience information is shared with  
22 the director group, you know, from what I  
23 remember. What I saw on a slide or that  
24 particular data, I would not know.

1 Q. (BY MR. EDWARDS) Do you recall what  
2 that document might be called that would reveal  
3 what percentage of customers are repeat  
4 purchasers at Dollar General?

5 MR. TAYLOR: Objection, form.

6 Objection, misstates prior testimony.

7 You can answer.

8 A. I don't. I don't recall the exact name  
9 of the document.

10 Q. (BY MR. EDWARDS) But you say there is  
11 quarterly consumer experience data documents  
12 that are distributed at Dollar General?

13 A. Yes.

14 MR. TAYLOR: Objection, form.

15 Q. (BY MR. EDWARDS) What would you call  
16 those types of documents yourself?

17 A. You know, typically at Dollar General  
18 we would call that a deck. It would be a PDF or  
19 a PowerPoint deck in a PDF format.

20 Q. Which department would produce those or  
21 create those documents?

22 MR. TAYLOR: Object to the form.

23 You can answer.

24 A. Marketing.

1 Q. (BY MR. EDWARDS) Marketing. Okay. Is  
2 there a particular person that you would point  
3 to that would probably have the most knowledge  
4 about those sorts of decks or PDF's currently?

5 MR. TAYLOR: Object to the form.

6 You can answer.

7 A. Angela Martin.

8 Q. (BY MR. EDWARDS) Okay. What is her job  
9 title?

10 A. She is a vice-president of marketing.

11 Q. Okay. Would she also be someone you  
12 would point to that would be knowledgeable about  
13 the Dollar General reward or coupon program?

14 MR. TAYLOR: Object to the form.

15 You can answer.

16 A. Angela is more on the customer research  
17 side, and there is a different marketing group  
18 that would oversee the reward program.

19 Q. (BY MR. EDWARDS) Okay. Who do you  
20 think would oversee that reward program?

21 A. I believe the person in charge of that  
22 is Michael Chao. That's spelled C H A O.

23 MR. EDWARDS: We've been going a little  
24 under an hour.

1 (Brief recess.)

2 Q. (BY MR. EDWARDS) Ms. Savaloja -- did I  
3 come close?

4 A. Savaloja (Sav-ah-la).

5 Q. Savaloja?

6 A. Savaloja.

7 Q. I hope you will forgive me if I call  
8 you "Mia." I'm not trying to be disrespectful.  
9 I think that maybe that might be more respectful  
10 than butchering your last name, as I'm apt to  
11 do.

12 Okay. I want to follow up with a few  
13 questions. First let me ask you, you didn't  
14 discuss the subject of your deposition during  
15 the break with counsel, I presume, correct?

16 A. No, sir.

17 Q. Okay. You have "communication" in your  
18 title, and you have had it since 2007, correct?

19 A. That's not correct.

20 Q. I'm missing something. I'm sorry.  
21 Since 2017. That might be where we're off.

22 Since 2017 I think we confirmed earlier  
23 that your title senior is director, store  
24 operation, communication. So "communication"

1 has been in your job title since 2017?

2 A. We went back as far as 2017, but  
3 communication has been in my title since 2015.

4 Q. Okay. Can you explain to me what the  
5 "communications" part of your title involves.

6 A. Sure. The "communications" part of my  
7 title involves store operations communications  
8 to our stores and store operations  
9 communications to our field teams.

10 Q. When you say "field teams," what do you  
11 mean?

12 A. "Field teams" is inclusive of our  
13 district managers, our regional directors, our  
14 division vice-presidents and our senior vice-  
15 presidents of operations.

16 Q. Okay. Would that include communication  
17 to the stores and field teams related to price  
18 changes?

19 MR. TAYLOR: Object to the form.

20 You can answer.

21 A. It would.

22 Q. (BY MR. EDWARDS) So I think we've  
23 received testimony already from others related  
24 to the decision to make a price change on

1 products. What I'm interested in is the flow  
2 from after the decision to make a price change  
3 on a particular product is made down to the  
4 store level. Can you walk me through those  
5 steps?

6 MR. TAYLOR: Object to the form.

7 You can answer?

8 A. I can.

9 Q. (BY MR. EDWARDS) Okay.

10 A. The steps I will walk you through are  
11 the steps that are in place today. Once that  
12 decision -- there is a weekly -- let me back up  
13 here a little bit by talking about the method of  
14 which the communication is delivered.

15 Communication is delivered to stores  
16 via a system that we call START that is  
17 essentially a task management system. That is  
18 the vehicle. So we have a number of pricing  
19 activities that get communicated to stores as a  
20 task in START.

21 Q. Does this happen weekly?

22 A. This happens weekly, yes.

23 Q. Is this every Tuesday?

24 A. The communication is actionable on

1 Tuesday. The communication will be visible to  
2 the store prior to that.

3 Q. Okay. Is there a particular day when  
4 the communication for the price change is  
5 conveyed from the START management system?

6 MR. TAYLOR: Object to the form.

7 You can answer.

8 A. The particular -- think it is important  
9 to provide a little bit of context that the  
10 START communication, for example, for Tuesdays  
11 shelf label changes simply communicates that  
12 there will be shelf labels and the steps to go  
13 print them.

14 So I as a store manager, you know, a  
15 member of the store manager team, don't get  
16 information in that START communication about a  
17 quantity, but, yes, it is visible, and it tells  
18 me I need to be sure to print them and how to  
19 print them.

20 Q. (BY MR. EDWARDS) Okay. It sounds like  
21 every Tuesday is when the actual labels should  
22 be printed for the week.

23 MR. TAYLOR: Object to the form.

24 You can answer.



1 A. That's correct.

2 Q. (BY MR. EDWARDS) So now back up and  
3 tell me what is the process for the price change  
4 at the POS level or at the register?

5 A. The price change process at the  
6 register is not my area.

7 Q. And whose area is that?

8 A. That is Brian Hauck's team.

9 Q. So your area deals with communication  
10 of the price change to the store as it relates  
11 to changes on the shelf --

12 MR. TAYLOR: Object to the form.  
13 You can answer.

14 Q. (BY MR. EDWARDS) -- and not at the  
15 register?

16 A. That's correct.

17 Q. Okay.

18 A. I'd just add that that communicates  
19 that -- the communication from my team  
20 communicates the process. We have a process,  
21 and it communicates the process for printing  
22 those labels.

23 Q. Okay. I'm assuming the process that is  
24 in place today was the same back in -- a month

1 before today's date, so say mid-November of this  
2 year, correct?

3 A. Correct.

4 Q. Okay. Let's go back a month, and I  
5 want you to assume that the decision has been  
6 made by Dollar General that a Gillette razor  
7 currently priced at twelve dollars is going to  
8 be increased to \$14.00. Okay?

9 A. Okay.

10 Q. Do you follow that hypothetical?

11 A. Yes.

12 Q. Take me through the steps to where that  
13 price increase is communicated to the store  
14 level.

15 MR. TAYLOR: Object to the form.

16 You can answer.

17 A. The steps are what we just went over,  
18 that there is a task in the task management  
19 system that articulates the process for printing  
20 labels on Tuesday.

21 Q. (BY MR. EDWARDS) Okay.

22 A. If I'm the store manager or a delegate  
23 of the store manager I'm responsible for signing  
24 off on that that I completed that. The price

1 changes themselves will be visible when the  
2 store prints them.

3 Q. I see. So you rely on the individual  
4 store managers to check their tasks at least  
5 every Tuesday, determine if there are new labels  
6 that need to be printed and to timely print  
7 those labels and make the changes on the shelf?

8 MR. TAYLOR: Object to the form.

9 You can answer.

10 A. Yes. That's correct. That task  
11 directs them to do so.

12 Q. (BY MR. EDWARDS) Okay. If they -- if  
13 the store is late in printing labels reflecting  
14 price changes, that's a problem, right?

15 MR. TAYLOR: Object to the form.

16 You can answer.

17 A. If the store is late in printing price  
18 changes, you know, and "late" is a general term,  
19 if it is late, then the price at the register  
20 will be different than the price at the shelf.

21 Q. (BY MR. EDWARDS) Okay. I know you told  
22 me this is Brian Hauck's team as far as making  
23 the price change at the point of sale at the  
24 register level, but is it generally the case

1       that the price change won't hit the register  
2       until some time after that Tuesday when the  
3       labels are supposed to be printed and changed?  
4       Does it work that way?

5               MR. TAYLOR: Object to the form.

6               You can answer.

7       A.     The price changes are effective on  
8       Tuesday morning.

9       Q.     (BY MR. EDWARDS) I see. Go back to my  
10      Gillette razor example. That price increase  
11      from \$12.00 to 14.00, it is going to be sent  
12      electronically or via software to increase at  
13      the register on Tuesday morning, correct?

14             MR. TAYLOR: Object to the form.

15             You can answer.

16      A.     Correct.

17      Q.     (BY MR. EDWARDS) So if the store is  
18      late in printing labels for that Gillette and  
19      it -- let's say they are one week late, then  
20      there will be a one-week period where the  
21      customer thinks that they are buying a razor for  
22      \$12.00 and it will ring up for 14.00. Is that  
23      fair?

24             MR. TAYLOR: Object to the form.

1           You can answer.

2           A.    In the scenario that you present, if  
3           the store doesn't print a label for a week, then  
4           that is correct.

5           Q.    (BY MR. EDWARDS) Or if they print the  
6           label for a week but it doesn't make to the  
7           shelf, same thing, right?

8           MR. TAYLOR: Object to the form.

9           You can answer.

10          A.    That's correct.

11          Q.    (BY MR. EDWARDS) When the label is  
12          printed, there is a document that Dollar General  
13          generates showing that that document has been  
14          printed or that that label with the price change  
15          has been printed, correct?

16          MR. TAYLOR: Object to the form.

17          You can answer.

18          A.    I wouldn't phrase it like that, no.  
19          The way it was phrased makes it sound like there  
20          is a document that prints that says whether or  
21          not you printed your price changes. And that is  
22          not the case.

23          Q.    (BY MR. EDWARDS) That's fair. Let me  
24          rephrase it.

1 A. Okay.

2 Q. I have seen from the documents that I  
3 have reviewed that Dollar General keeps track of  
4 whether labels are printed in a timely fashion.  
5 Would you agree with that?

6 A. Dollar General does keep track whether  
7 or not the labels have been printed.

8 Q. Right. For accountability reasons,  
9 right?

10 MR. TAYLOR: Object to the form.

11 You can answer.

12 A. Accountability does play into it, yes.

13 Q. (BY MR. EDWARDS) Okay. What is -- just  
14 explain to me how that happens. How does Dollar  
15 General keep track of what labels are printed  
16 either on time or late as it relates to price  
17 changes in the store?

18 MR. TAYLOR: Object to the form.

19 You can answer.

20 A. What I could explain or share with  
21 you -- I'm not the subject matter from my team's  
22 perspective on how that happens systemically, so  
23 very much in layman's store operations terms the  
24 data can be captured whether or not the store

1 printed the batch, and that data can be turned  
2 into a report.

3 Q. (BY MR. EDWARDS) Okay. What are those  
4 reports called? Do you know? Or what do you  
5 call them?

6 A. The title of that report is something  
7 like "core label report" or it might say  
8 "Tuesday price changes." I don't have a recall  
9 exactly what the title of the report is.

10 Q. I've seen that phrase in the documents,  
11 "core label report." "Core label report"  
12 indicates what? I'm referring to the word  
13 "core."

14 A. "Core," there are essentially --  
15 without going into a lot of detail, "core" is an  
16 item that resides in a plan-o-gram and gets  
17 replenished.

18 Q. As to what other types of products?

19 A. As opposed to a seasonal item. So  
20 Christmas trees.

21 Q. I've got you. Okay. Are there other  
22 types of items? We've got seasonal items.  
23 We've got core items. Is there another  
24 category?

1           A.    There are items that our vendors bring  
2           in in our coolers. DSD is what it is referred  
3           to as.

4           Q.    Do you know what that stands for, DSD?

5           A.    Drop-ship delivery.

6           Q.    Okay. Those are items that vendors  
7           bring in that are not expected to be  
8           replenished. How do those differ from core  
9           products?

10          A.    They differ from core products in that  
11          drivers bring them in.

12          Q.    And with core products, they are just  
13          shipped?

14          A.    There is a supply chain in which they  
15          are shipped from distribution centers, yes.

16          Q.    Okay. Are the DSD products regularly  
17          replaced and replenished like core products?

18          A.    DSD products are replenished weekly.

19          Q.    Okay. Is there a different mechanism  
20          for price changes for DSD products?

21          A.    There is not.

22          Q.    Okay. So a price increase for a DSD  
23          product would happen the same way as a core  
24          product?



1 A. Yes.

2 Q. Okay. What about a seasonal product,  
3 would a price change for a seasonal product  
4 happen the same way as a price change for a core  
5 or DSD product?

6 A. It would not happen the same way.

7 Q. Is it fair to say that if you are  
8 talking about seasonal products, there is  
9 generally not going to be a price increase --

10 MR. TAYLOR: Object to the form.

11 You can answer.

12 Q. (BY MR. EDWARDS) -- or is that wrong?

13 A. That's fair to say.

14 Q. Okay.

15 A. "General" is the key word there. There  
16 certainly could be.

17 Q. Right. Seasonal products come in, and  
18 they typically -- the stores will typically sell  
19 those products until the end of the season until  
20 they are gone and then replenish them the next  
21 season. Is that the way that works?

22 MR. TAYLOR: Object to the form.

23 You can answer.

24 A. That's an overview of how it works,

1 yes.

2 Q. (BY MR. EDWARDS) Are there any other  
3 categories of products other than core products,  
4 seasonal products and DSD?

5 A. There is one additional category. That  
6 is called scan-based trade. It is referred to  
7 as SBT.

8 Q. What does that refer to?

9 A. That refers to Dollar General does not  
10 keep a perpetual inventory on that, it is  
11 vendor-owned inventory, and as it goes through  
12 the register, then Dollar General would be  
13 invoiced for the items sold.

14 Q. All right. So price -- give me an  
15 example of those types of products.

16 A. Something like a cell phone accessory.

17 Q. Okay. So a vendor drops off a number  
18 of cell phone accessories, and if Dollar General  
19 sells one, they pay the vendor a pre-agreed-upon  
20 amount?

21 MR. TAYLOR: Object to the form.

22 You can answer.

23 Q. (BY MR. EDWARDS) Is that the way it  
24 works?

1           A.    It is typically not a vendor delivering  
2    it.  It is typically a drop-ship.

3           Q.    Okay.

4           A.    And it would arrive that way.  But,  
5    yes, that's directionally how it works.

6           Q.    Okay.  Other than cell phone  
7    accessories, can you think of other examples of  
8    DSD type products?

9           A.    Cell phone is SBT.  Do you want  
10   examples of DSD or SBT?

11          Q.    Let's start with DSD.  I'm sorry.  Last  
12   one was SBT?

13          A.    SBT.

14          Q.    These analogies are getting a little  
15   confusing.  Yes, other examples beyond the  
16   accessories, cell phone accessories.

17          A.    Sure.  Movies, DVD movies.

18          Q.    Okay.

19               MR. TAYLOR:  Just so I'm clear.  That's  
20   for SBT?  It isn't clear to me if it is SBT or  
21   DSD.

22               THE WITNESS:  I thought I was answering  
23   was another SBT item.  The answer to that was  
24   DVD movies.

1 Q. (BY MR. EDWARDS) Yes. Any other SBT  
2 items other than DVD movies and cell phone  
3 accessories?

4 A. Merchandising is not my area. So I'm  
5 not able to provide an exhaustive list, just  
6 examples I'm aware of.

7 Q. Okay. Sitting here today you are not  
8 able to give other examples of SBT products?

9 A. The two examples I gave you were  
10 movies, cell phone accessories. Those are the  
11 biggest categories. There is also a CD  
12 category. Outside of that, no, I'm not familiar  
13 with their assortment details.

14 Q. Let's go ahead and mark our first  
15 exhibit, if I can get back to ExhibitShare. Can  
16 you see what we've marked as Exhibit 1?

17 A. I cannot view the exhibit.

18 Q. Did you go to the marked-exhibit  
19 folder?

20 A. I did not.

21 Q. Try in there. See if it is in there.

22 A. All right. I can see it.

23 Q. I've marked as Exhibit 1 the notice of  
24 deposition that you are appearing under today.

1 Do you see that?

2 A. I see that.

3 Q. Have you seen that before today?

4 A. I have not seen that before today.

5 MR. EDWARDS: All right. So I'm just  
6 introducing this for the record.

7 (The above-mentioned document was  
8 marked as Exhibit 1.)

9 Q. (BY MR. EDWARDS) I think we agreed  
10 earlier that it is important to Dollar General  
11 that its customers are not charged more than the  
12 advertised shelf price, correct?

13 MR. TAYLOR: Object to the form.

14 You can answer.

15 A. Dollar General's customers should not  
16 be charged more than the shelf price.

17 Q. (BY MR. EDWARDS) Do you agree that many  
18 customers rely on the advertised shelf price in  
19 their purchase decisions?

20 MR. TAYLOR: Object to the form.

21 You can answer.

22 A. As a customer, you know, you are  
23 looking at the shelf label to determine -- to  
24 tell you what you are going to pay at the

1 register.

2 Q. (BY MR. EDWARDS) Okay. I just want to  
3 make sure it is not your thought that a customer  
4 would be unreasonable to rely on the shelf price  
5 in trying to determine how much the product is  
6 going to cost.

7 MR. TAYLOR: Object to the form.

8 You can answer.

9 A. As a customer you are going to look to  
10 that shelf label for what you are going to pay  
11 at the register.

12 Q. (BY MR. EDWARDS) Okay. Would you agree  
13 that the typical Dollar General customer  
14 attaches importance to the price of the product?

15 MR. TAYLOR: Object to the form.

16 You can answer.

17 A. I would offer that any customer would  
18 want to know the price of a product and what it  
19 was going to ring at the register.

20 Q. (BY MR. EDWARDS) Okay.

21 A. Dollar General included.

22 Q. Pricing compliance is central to Dollar  
23 General's mission. Is that a statement that you  
24 agree with?

1 MR. TAYLOR: Object to the form.

2 You can answer.

3 A. Compliance is an important aspect, but  
4 when -- you know, qualify for me when you say  
5 "Dollar General's mission." Yes, compliance is  
6 important.

7 Q. (BY MR. EDWARDS) Let me back up a  
8 little bit. At a high level what is Dollar  
9 General's mission, if you know?

10 MR. TAYLOR: Object to the form.

11 You can answer.

12 A. Serving others.

13 Q. (BY MR. EDWARDS) Do you agree that  
14 every day Dollar General's customers walk into  
15 stores with a fixed amount of money to spend?

16 MR. TAYLOR: Object to the form.

17 You can answer.

18 A. Dollar General's customers come from a  
19 wide variety of backgrounds. So I wouldn't  
20 necessarily characterize them in one way or  
21 another that they all have a fixed amount of  
22 money to spend.

23 Q. (BY MR. EDWARDS) Sure. I'm not -- I'm  
24 certainly not asking you about each and every

1 customer that comes into a Dollar General store.  
2 I'm just wondering if you would agree that there  
3 are many Dollar General customers that walk in  
4 to a Dollar General with a fixed amount of money  
5 to spend.

6 MR. TAYLOR: Objection, form.  
7 Objection, asked and answered.

8 You can answer it again.

9 A. There are Dollar General customers that  
10 are on a fixed income and have a fixed amount of  
11 money they can spend. There are those  
12 customers.

13 Q. (BY MR. EDWARDS) Do you have any idea  
14 what the average income is for the average  
15 Dollar General customer?

16 MR. TAYLOR: Object to the form.  
17 You can answer.

18 A. I don't. Yeah, I don't.

19 Q. (BY MR. EDWARDS) Do you agree that  
20 often Dollar General customers might try to keep  
21 track of how they are spending -- how much they  
22 are spending as they walk through the store?

23 MR. TAYLOR: Object to the form.  
24 You can answer.



1           A.    I think there are customers in every  
2   walk of life no matter where they are shopping  
3   that are keeping track of what they are  
4   spending.

5           Q.    (BY MR. EDWARDS) Okay. And when the  
6   total price at the register is more than the  
7   customer thought based on the shelf prices, that  
8   customer feels humiliated. Would you agree with  
9   that statement?

10           MR. TAYLOR: Object to the form.

11           You can answer.

12           Q.    (BY MR. EDWARDS) It would be reasonable  
13   for that customer to feel humiliated?

14           MR. TAYLOR: Object to the form.

15           You can answer.

16           A.    I think there are a number of emotions  
17   that a customer could experience. Humiliated  
18   could be one of them.

19           Q.    (BY MR. EDWARDS) If it is overcharging  
20   at the register, that's Dollar General's fault?

21           MR. TAYLOR: Object to the form.

22           You can answer.

23           A.    If it is overcharging at the register,  
24   the price does not match, the register and the

1 shelf label don't match, then that is  
2 overcharging if it is more than the amount of  
3 the shelf label.

4 Q. (BY MR. EDWARDS) And that's Dollar  
5 General's fault, right?

6 MR. TAYLOR: Object to the form.  
7 You can answer.

8 A. If the shelf label is not placed, then  
9 that is a miss on that store's part, yes.

10 Q. (BY MR. EDWARDS) Are there examples  
11 that you can think of where the price at the  
12 register is more than the advised price on the  
13 shelf where it is the customer's fault and not  
14 Dollar General?

15 MR. TAYLOR: Object to the form.  
16 You can answer.

17 A. It is not the customer's fault.

18 MR. EDWARDS: Let's go ahead and mark  
19 Exhibit 2. I actually haven't introduced it  
20 yet. I'm working on that.

21 Q. (BY MR. EDWARDS) Before I introduce  
22 Exhibit 2 and ask you about it, I have seen the  
23 name Connie Droge in various E-mails, many of  
24 which related to pricing inaccuracy.

1 A. Okay.

2 Q. Did you work with Donnie Droge?

3 A. I worked with Connie Droge.

4 Q. For how long?

5 A. I worked for Connie as long as she was  
6 with Dollar General. I think that would have  
7 been approximately -- this is just an  
8 approximation -- for some like five years. As  
9 long as Connie's tenure, as long as she was  
10 here.

11 Q. All right. Was she in a different  
12 department?

13 A. Connie started out in the field, so  
14 operations the entire time but at a different  
15 location.

16 Q. Do you recall what her job title was  
17 when she left Dollar General?

18 A. Senior Vice president.

19 Q. Of a particular department or just seen  
20 juror vice-president?

21 A. Senior vice-president. The company is  
22 divided into two territories. She is senior  
23 vice-president of what we would refer to as the  
24 South, which would not include New York.

1 Q. Okay. Do you know why Connie Droge  
2 left Dollar General?

3 MR. TAYLOR: Object to the form.  
4 You can answer.

5 A. Connie received a job offer for an  
6 opportunity as an executive vice-president,  
7 which was a promotion for Connie, at a different  
8 company.

9 Q. (BY MR. EDWARDS) Is that Burlington?

10 A. It is.

11 Q. Do you still stay in touch with Connie?

12 A. I have not stayed in touch with Connie.

13 Q. Do you feel like Connie was good at her  
14 job?

15 MR. TAYLOR: Object to the form.  
16 You can answer.

17 A. "Feel" is not normally a word in my  
18 lexicon to be honest with you. I'm a thinker,  
19 not a feeler.

20 Q. (BY MR. EDWARDS) Do you have an opinion  
21 whether Connie was good at her job at Dollar  
22 General?

23 MR. TAYLOR: Object to the form.  
24 You can answer.

1           A.    There were aspects of Connie that she  
2 performed very well.

3           MR. EDWARDS:   I'm adding an exhibit  
4 sticker and now introducing Exhibit 2 --

5           (The above-mentioned document was  
6 marked as Exhibit 2.)

7           Q.    (BY MR. EDWARDS) -- which you should  
8 now be able to view if you refresh your marked  
9 exhibit --

10          A.    Yes, I see the little wheel here.  It  
11 should be here shortly.

12          MR. TAYLOR:   Adam, let me ask you a  
13 quick question about this.  Do you know whether  
14 this was part of a larger document or an E-mail?

15          MR. EDWARDS:   Do I know if this was  
16 part of a larger document or E-mail?  Sitting  
17 here today I do not, Trent.

18          MR. TAYLOR:   Okay.

19          MR. EDWARDS:   I will tell you that the  
20 documents, the way they were produced, there  
21 were sometimes slides were part of E-mails,  
22 sometimes they weren't.  There were some slides  
23 or spreadsheets that were produced multiple  
24 times in different things.  There were E-mails

1       that were produced and then produced again in  
2       the part of a larger thread.

3               So I don't know whether this one was  
4       part of a -- I think that this encompasses all  
5       of what appears to be a store compliance slide  
6       that Mia prepared or co-prepared from beginning  
7       to end. I'll say that.

8               MR. TAYLOR: I'll object to that  
9       characterization. You can ask her that  
10      question, though.

11              MR. EDWARDS: Okay.

12              Q.     (BY MR. EDWARDS) So can you tell me  
13      what that is, ma'am?

14              A.     This is a version of a script that was  
15      presented at a compliance training for our  
16      regional directors.

17              Q.     Okay. Did you present using this  
18      script?

19              A.     Well, the script that you are showing  
20      is a version of the script. It is not the final  
21      version.

22              Q.     Okay. Do you know -- is this a  
23      document that you reviewed in preparation for  
24      your deposition today?

1 A. I did review this presentation, yes.

2 Q. Okay. How are you quickly able to  
3 determine that this document is different than  
4 the one that you reviewed?

5 MR. TAYLOR: Wait a second. Misstates  
6 prior testimony. Objection to the form.

7 You can answer.

8 A. If you see the name Rebecca O'Brien --

9 Q. (BY MR. EDWARDS) Uh-huh.

10 A. -- Rebecca did not co-present. There  
11 were multiple iterations of this document.  
12 Rebecca was not a presenter of this document.

13 Q. Who drafted this document?

14 A. The original drafts were drafted by  
15 myself, by Rebecca. Eventually there was a  
16 change in plans and Rebecca did not  
17 co-facilitate. There was a different  
18 co-facilitator.

19 Q. Do you know why Dollar General would  
20 have kept this version of the document?

21 MR. TAYLOR: Object to the form.

22 You can answer.

23 Q. (BY MR. EDWARDS) It sounds like you are  
24 telling me this version of the store compliance

1 document wasn't actually used. Is that right?

2 A. I really -- when you are preparing for  
3 a presentation in front of, you know, an  
4 audience like we were, there are multiple  
5 iterations. Then there are times that right  
6 before the presentation happens there are more  
7 changes.

8 So in this instance those changes --  
9 there were additional changes, and there was a  
10 different presenter introduced into the  
11 presentation and Rebecca did not present.

12 Q. I see. Is it fair, though, to assume  
13 that much of the content from this version was  
14 used when you presented this presentation?

15 MR. TAYLOR: Object to the form.

16 You can answer.

17 Q. (BY MR. EDWARDS) Or do you feel like it  
18 was whole-sale-changed before the presentation  
19 was made?

20 MR. TAYLOR: Same objection.

21 A. The version that we're looking at that  
22 has Rebecca's name on it, it may not have been  
23 the final version because we went through  
24 multiple rehearsals and changes were made, but I



1 would have to read the entire thing.

2 Q. Let's go down to -- I'll ask you about  
3 specific statements within this document. Okay?

4 A. Sure.

5 Q. You see under the paragraph titled  
6 "Slide 5", the last full sentence of the first  
7 paragraph that states "One thing is clear," do  
8 you see that?

9 A. I do.

10 Q. Could you read that sentence, please.

11 A. "One thing is clear here. When we're  
12 out of compliance, we let our customer down."

13 Q. Okay. Do you agree with that  
14 statement?

15 A. When our prices don't match at the  
16 shelf, that's not satisfying the customer, and,  
17 yes, we have let our customer down if we're not  
18 satisfying the customer.

19 Q. Do you recall if you drafted this  
20 section under Slide 5 yourself or somebody else  
21 helped to draft that content?

22 A. As the -- as we got closer to the  
23 presentation, there was an additional -- we  
24 changed presenters. So, yes, there were other

1 people involved.

2 Q. I'm just asking you do you think that  
3 that is something that you wrote?

4 MR. TAYLOR: Object to the form.

5 You can answer.

6 Q. (BY MR. EDWARDS) the line that we just  
7 read.

8 A. That particular line?

9 Q. Yes.

10 A. Yes, I wrote that specific line.

11 Q. Okay. Then the next sentence after  
12 that, the second piece that starts with  
13 "Compliance is central," do you see that?

14 A. I do.

15 Q. Would you read that, please.

16 A. "So why is compliance important? It is  
17 not to be green on a report. Compliance is  
18 central to our mission and the store  
19 experience."

20 Q. Is that something that you wrote?

21 A. That was something that I collaborated  
22 on with my co-presenter as we were going through  
23 the script towards the end, towards show time.

24 Q. Do you agree that compliance is central

1 to the dollar general customer experience?

2 MR. TAYLOR: Object to the form.

3 You can answer.

4 A. Our customers aren't satisfied if our  
5 prices aren't correct at the shelf. So we're  
6 not serving them well if we don't have accurate  
7 pricing.

8 Q. (BY MR. EDWARDS) Okay. Do you see  
9 under Slide 8, the last bullet point that starts  
10 with "As prices change"?

11 A. The last bullet point under Slide 8?

12 Q. It is actually the last bullet point on  
13 that page.

14 A. On that page?

15 Q. Yes.

16 A. I've got it. Yes, I see it.

17 Q. Could you read that bullet point into  
18 the record, please.

19 A. "As prices change, it is necessary that  
20 we make those changes and ensure the prices on  
21 the shelf match what is wrung up at the  
22 register. Stores must be priced correctly on  
23 the shelf every day on every item."

24 Q. Did you write that?

1 A. I did.

2 Q. Why did you put the word "must" in all  
3 caps?

4 A. Well, when you are making -- when I was  
5 making -- I can't remember if Zach or I  
6 presented this, the upper case simply means you  
7 are just going to stress that. As it says,  
8 stores must be priced correctly every day on  
9 every item.

10 Q. Then on the next page -- I'll give you  
11 a reference. There is things called Bates  
12 numbers on the bottom right-hand of the page.

13 A. Yes.

14 Q. And I'm now on 0021653.

15 A. Okay.

16 Q. The first bullet point that starts with  
17 "Think about our mission," do you see that?

18 A. I do.

19 Q. Could you read that bullet point into  
20 the record, please.

21 A. "Think about our mission and who we are  
22 for a moment. Customers rely on DG to stretch  
23 their dollar. The shape of our logo was  
24 designed to symbolize the stretching of a

1       dollar."

2           Q.    All right. The next bullet point,  
3       could you read that, please.

4           A.    "Every day customers walk into stores  
5       with a fixed amount of money to spend. She  
6       might walk in with a \$20 bill that she has  
7       worked very hard for."

8           Q.    Okay. Did you write those bullet  
9       points?

10          A.    I did not write those bullet point.

11          Q.    Do you disagree with any of those  
12       statements you just read?

13               MR. TAYLOR: Object to the form.

14               You can answer.

15          A.    This was a collaboration with my  
16       co-presenter in order to -- you know, in order  
17       to get a point across. I think words like  
18       "might walk in," you know -- I would agree with  
19       the overall theme of what is being said.

20          Q.    But you don't have a specific  
21       recollection of I struck this or I struck that  
22       before I gave the presentation? That's what I'm  
23       asking.

24          A.    Well, we were co-facilitating. So my

1 presentation partner had parts of this and  
2 actually had those bullet points as speaking  
3 points. So this is something that, you know,  
4 was part of -- the script was part of his  
5 script.

6 Q. It sounds like you are trying to give  
7 an example of what might happen when prices are  
8 inaccurate here, is that right, big picture?

9 MR. TAYLOR: Object to the form.

10 You can answer.

11 A. Yes, we're trying to paint an example  
12 here.

13 Q. (BY MR. EDWARDS) Okay. Could you read  
14 the next two bullet points, please, starting  
15 with "She was got coupons.

16 A. "She was got coupons and a circular and  
17 she is on a mission to get the most out of the  
18 \$20.00 to provide for her family. She is  
19 keeping track in her head as she shops the  
20 aisles. Show she knows how much tax is going to  
21 add mand as she gets to the register, knowing  
22 she did the best she could for her family, her  
23 total is going to be somewhere between 19.50 and  
24 \$20.00."

1 Q. The next two, please.

2 A. "And it is 21.35. And now she is  
3 deciding which item that she picked out for her  
4 family won't be coming home with her today and  
5 now her friend from church is in line behind her  
6 watching her make this choice."

7 Q. The next bullet point, please.

8 A. "She is mad. She is humiliated, and it  
9 is our fault. Pricing accuracy isn't just to  
10 ensure that we avoid fines or other related  
11 issues, it is to ensure prices are accurate for  
12 our customers. If you leave this session and  
13 send a message to your store managers that they  
14 need to be priced accurately to avoid fines and  
15 the team isn't going to" -- sorry -- "the team  
16 isn't going to rally behind you and they have no  
17 reason to, we must ensure that everyone  
18 understands that pricing accuracy is for our  
19 customers and our communities. That's why  
20 pricing accuracy should matter to every single  
21 employee at Dollar General."

22 Q. Okay. So it sounds like in this  
23 portion of your presentation you are trying to  
24 emphasize that avoiding overcharging is not just

1 something that should be done to avoid fines  
2 from government audits but you owe it to your  
3 customers. Is that fair?

4 MR. TAYLOR: Object to the form.

5 You can answer.

6 A. It is important to customer  
7 satisfaction.

8 Q. (BY MR. EDWARDS) It is important to  
9 customers and to the communities Dollar General  
10 serves, right?

11 MR. TAYLOR: Object to the form.

12 You can answer.

13 A. It is important to the customers who  
14 are part of our communities.

15 Q. (BY MR. EDWARDS) Okay. Do you disagree  
16 with any of the statements you just read?

17 MR. TAYLOR: Object to the form.

18 You can answer.

19 Q. (BY MR. EDWARDS) Feel free to go back  
20 and look at Exhibit 2 if you need to refresh.

21 A. Yeah, that's what I'm going to do here.  
22 I don't disagree with the statements that were  
23 written by my co-presenter.

24 Q. Okay. Then under Slide 9 it talks



1 about four specific things that make the  
2 difference in terms of pricing accuracy. Do you  
3 see that?

4 A. I do.

5 Q. Okay. The first one is "Accurate  
6 pricing starts with core shelf labels." Do you  
7 see that?

8 A. I do.

9 Q. Does that refer to what we talked to  
10 earlier, that accurate pricing starts with, you  
11 know, the timely printing of these labels every  
12 Tuesday?

13 MR. TAYLOR: Object to the form.

14 You can answer.

15 A. That refers to the Tuesday activity  
16 that we have talked about earlier in our  
17 conversation, yes.

18 Q. (BY MR. EDWARDS) Okay. The last  
19 sentence there states "Stores must reach out to  
20 ERC with any printer issues, and, if not  
21 resolved, please get involved to ensure stores  
22 have a working printer." Do you see that?

23 A. I do.

24 Q. Are there instances where store

1 employees have advised that their printers  
2 didn't work?

3 MR. TAYLOR: Object to the form.

4 You can answer.

5 A. Well, there are instances in which  
6 printers break down, and the employee response  
7 center is there to support either the repair or  
8 whatever action needs to happen next to ensure  
9 that the printer is working.

10 Q. (BY MR. EDWARDS) Right. I'm just  
11 curious why you felt it important to point out  
12 that stores must reach out to ERC with printer  
13 issues since that seems pretty obvious that if  
14 the printer is broken, you need to reach out and  
15 get that addressed quickly, right?

16 MR. TAYLOR: Object to the form.

17 You can answer.

18 A. What I think about the audience that we  
19 were talking to is, you know, that was a  
20 leadership audience, and so that line is  
21 reinforced that stores need it reach out for  
22 help.

23 Q. (BY MR. EDWARDS) Who is the audience?

24 A. The audience for this particular script

1 were the regional directors, the division vice-  
2 presidents.

3 Q. Okay. When was this presentation  
4 given?

5 A. This particular presentation was given  
6 I believe it was around mid-January of this  
7 year.

8 Q. Of this year?

9 A. Yes.

10 Q. So this document, Exhibit 2, was  
11 probably prepared shortly before the  
12 presentation in January of this year?

13 MR. TAYLOR: Object to the form.

14 You can answer.

15 A. I believe so.

16 Q. Okay. The second specific thing that  
17 is pointed out here with regard to ensuring  
18 pricing accuracy is the MAG set. Do you see  
19 that?

20 A. I do.

21 Q. "The MAG end caps and G sections all  
22 have shelf pricing that come pre-printed with  
23 MAG." What does MAG stand for?

24 A. Monthly activity guide.

1 Q. Okay. Monthly activity guide end caps  
2 in G section, are those core products?

3 MR. TAYLOR: Object to the form.  
4 You can answer.

5 A. Those are non-core products.

6 Q. (BY MR. EDWARDS) How are they different  
7 from core products?

8 A. They are not replenished as part of a  
9 plan-o-gram.

10 Q. Could this be seasonal?

11 A. Let's take those two and just talk  
12 about them separately. When we say G sections,  
13 that typically is going to be seasonal.

14 Q. Okay.

15 A. Seasonal packaging is typically  
16 pre-priced. Within a G section we certainly  
17 could have to install some labels but generally  
18 not for seasonal because for the most part it  
19 comes pre-priced.

20 Q. When you say "pre-priced" -- just let  
21 me jump in. When you say "pre-priced," I've got  
22 my box of 100 LED Christmas lights and the price  
23 I'm going to pay is right there on the box?

24 A. Yes, sir.

1 Q. Okay.

2 A. That's right. The end caps work a  
3 little bit differently. End caps are, again, as  
4 I said earlier, they are what we will say  
5 temporary. Their home is temporary. They are  
6 going to be on display for a month. So the end  
7 caps will come in shelf labels so that when that  
8 product is being set on the end cap, that it can  
9 also be priced. That doesn't mean that there  
10 isn't some pre-priced product on the end cap.  
11 There could be. But think of it is as a monthly  
12 feature.

13 Q. Okay. What does it mean when you say  
14 "To help maintain accuracy, end caps in G  
15 sections must be set on time"? Help me  
16 understand that.

17 A. So operationally when we're doing floor  
18 sets we want to ensure that we're on the clock  
19 when that is supposed to be on the clock.  
20 Really the main reason is for sales. If you are  
21 setting Christmas, you want Christmas to set on  
22 time. In addition to that, when it sets, then  
23 it should have the price labels with it.

24 Q. Okay. So are you just referring -- I'm

1 trying to figure out how this relates to pricing  
2 accuracy because the next statement you make  
3 there is "If not set on time, stores are going  
4 to be out of compliance."

5 A. So if those labels related to the  
6 display are not set on time, then we will be out  
7 of compliance because either the end cap won't  
8 have labels, or, if the labels haven't changed  
9 out, then they could have incorrect labels.

10 Q. Okay. I think I understand. Plan-o-  
11 grams, that's the third specific thing that is  
12 pointed out here to address pricing accuracy.  
13 Do you see that?

14 A. I do.

15 Q. Okay. It states "Like MAG, plan-o-gram  
16 resets must be completed on time," exclamation  
17 point. Did I read that right?

18 A. I did.

19 Q. Give me an example of how setting a --  
20 failing to complete a plan-o-gram reset on time  
21 could result in an overcharge.

22 MR. TAYLOR: Object to the form.

23 You can answer.

24 A. Let's walk through an example of

1 cookies and crackers. So a cookies and crackers  
2 plan-o-gram, let's say that resets in the month  
3 of March.

4 Q. (BY MR. EDWARDS) Okay.

5 A. As part of the plan-o-gram process, the  
6 buyer -- there are changes. The buyer can make  
7 changes. So operationally when we get the  
8 plan-o-gram packet at store level, there is a  
9 schematic of what goes where and there are price  
10 labels. So in the scenario where that  
11 plan-o-gram is due to be active by Friday the  
12 5th and it is not set, then pricing on the shelf  
13 could be incorrect.

14 Q. Because when the plan-o-gram is -- let  
15 me ask you this: When a plan-o-gram reset is  
16 received by the store, does that mean that reset  
17 hits the POS or the register at that time?

18 MR. TAYLOR: Object to the form.

19 You can answer.

20 A. It does not. At every other week  
21 stores receive a fulfillment kit. Within that  
22 fulfillment kit are going to be your MAG labels,  
23 your MAG book and your plan-o-grams. Nothing is  
24 going to be open up the kit and you have to set

1 it right now. It all has a date on it.

2 Q. Okay.

3 A. So it will have a set date, a set-by  
4 date. Those prices will be effective on the  
5 set-by date.

6 Q. So let's use your example. We get a  
7 plan-o-gram reset for crackers. And the reset  
8 is supposed to take place on March 1st of 2024.  
9 Are you telling me that if on the store level  
10 the store waits until March 15th to set that  
11 plan-o-gram, then that's going to be fourteen or  
12 fifteen days where the product pricing could be  
13 inaccurate?

14 MR. TAYLOR: Object to the form.

15 You can answer.

16 A. Some of the product in that plan-o-gram  
17 could be inaccurate, yes.

18 Q. (BY MR. EDWARDS) Okay. So with the  
19 date on the plan-o-gram, the date of the  
20 plan-o-gram reset is the date the price changes  
21 to comply with the plan-o-gram at the register?

22 A. The label on the packet is set by date,  
23 and on that set-by date, that's when the prices  
24 are active at the register.



1 Q. I see. Okay. That's why it is  
2 important that the plan-o-gram be set on the  
3 correct date?

4 MR. TAYLOR: Object to the form.  
5 You can answer.

6 A. Yes.

7 Q. (BY MR. EDWARDS) I think I understand.  
8 Okay. Lastly, "AD and TPR signs" -- is that ads  
9 like advertisements?

10 A. Yes.

11 Q. And what are TPR's?

12 A. Temporary price reduction.

13 Q. Okay it says "When you walk into a  
14 store, you can tell right away whether the ad  
15 signs are up or not." Explain what that means.  
16 Can I tell that or is that something you can  
17 tell?

18 A. I think both, honestly, because Dollar  
19 General does a great job at offering a lot of  
20 discounts to our customers in the weekly ad.

21 Now, if I'm looking at that through a  
22 district manager's eyes, which is a much more  
23 trained eye, then when I walk in the store, as I  
24 glance around the perimeter or through aisles, I

1 should see ad signs.

2 Q. Okay. All right. I think I  
3 understand. Let's go to Slide 10. Could you  
4 read the first bullet point, please.

5 A. "We have it" -- sorry. The bullet  
6 point is "As mentioned earlier, accurate pricing  
7 is the law. That's why we have SOP's and  
8 processes in place to help stores maintain  
9 accurate pricing."

10 Q. Did you write that statement?

11 A. I don't recall that I wrote that  
12 statement, no.

13 Q. Okay. Do you agree that the law  
14 requires accurate pricing?

15 MR. TAYLOR: Object to the form.  
16 Objection, calls for legal conclusion.

17 You can answer if you know.

18 A. I rely on attorneys at Dollar General  
19 to tell me the law -- the attorneys at Dollar  
20 General to tell me the law and at the same time  
21 there are laws that govern pricing as a general  
22 rule.

23 Q. Do you disagree with the statement  
24 "accurate pricing is the law"?

1 MR. TAYLOR: Object to the form.

2 You can answer.

3 A. As a general statement I think it is  
4 going to vary. I'm not an expert in that field.  
5 On this particular one -- this particular one  
6 was not part of my session.

7 Q. (BY MR. EDWARDS) I'll ask you again do  
8 you disagree with the statement accurate pricing  
9 is the law?

10 MR. TAYLOR: Object to the form.

11 You can answer.

12 A. I'll stick with what is in the record.

13 Q. (BY MR. EDWARDS) Do you know whether  
14 accurate pricing is the law in New York?

15 MR. TAYLOR: Object to the form.

16 You can answer.

17 A. I don't know the specifics of New York  
18 law, no.

19 Q. (BY MR. EDWARDS) No, I'm not asking if  
20 you know the specifics. Are you aware if New  
21 York law requires prices on the shelf to align  
22 with prices at the register?

23 MR. TAYLOR: Objection to the form,  
24 misstates the law.

1           You can answer.

2           A.    I'm not familiar with the specifics of  
3   New York law.

4           Q.    (BY MR. EDWARDS) Okay. You state -- or  
5   this document states "As mentioned earlier,  
6   accurate pricing is the law. That's why we have  
7   SOP's and processes in place to help stores  
8   maintain accurate pricing." Do you agree with  
9   that?

10          A.    The statement that we have SOP's in  
11   place to help stores maintain accurate pricing  
12   is factual. That part of the statement, yes, we  
13   have SOP's and processes in place to help stores  
14   maintain accurate pricing.

15          Q.    Do you see under "Training and Tools"  
16   Bullet 1 that states "We're excited to launch a  
17   short three-minute CBL called maintaining  
18   pricing accuracy." Do you see that?

19          A.    I do.

20          Q.    Okay. What is a CBL?

21          A.    Computer-based learning is what CBL  
22   stands for.

23          Q.    Okay. That was launched some time at  
24   the beginning of this year?

1           A.    That specific CBL, maintaining pricing  
2           accuracy, was launched some time at the  
3           beginning of the year.

4           Q.    Okay. Was there something new or  
5           unique about that that made Dollar General  
6           excited to launch it at the beginning of this  
7           year?

8                     MR. TAYLOR: Object to the form.  
9                     You can answer.

10          A.    As I recall, when we were developing  
11          that CBL, it was a revision of a prior version,  
12          and so it is -- certainly the content, the way  
13          it was designed, the fact that it was three  
14          minutes, was something that we were excited to  
15          share with the team.

16          Q.    (BY MR. EDWARDS) I'm going down to the  
17          third bullet point under "Training and Tools."  
18          There you talk about how stores can't maintain  
19          accurate pricing if they don't have working  
20          equipment such as printers or store PC and  
21          supplies, et cetera. Do you see that?

22          A.    I do.

23          Q.    Again, were there issues that you had  
24          seen or that someone had identified suggesting

1       that stores didn't have adequate equipment to  
2       get labels printed on time, for example?

3               MR. TAYLOR: Object to the form.

4               You can answer.

5       A. Having a working printer, toner,  
6       printer labels is such an integral part of the  
7       process, and so we organizationally stress that  
8       over and over again because the district manager  
9       is in the store on a regular basis. The store  
10      manager could have overlooked something like  
11      that. So we're sharing it with that audience  
12      just as a, hey, make sure.

13              MR. TAYLOR: Adam, you've been going  
14      for about an hour and ten minutes. We will need  
15      to stop for lunch in the next five minutes or so  
16      just it make sure we can actually get something  
17      here.

18              (Lunch recess.)

19              MR. EDWARDS: We had a lunch break.  
20      Now we are back on the record. I'm going to go  
21      ahead and mark the next exhibit, which I believe  
22      will be Exhibit 3.

23              (The above-mentioned document was  
24      marked as Exhibit 3.)

1 Q. (BY MR. EDWARDS) It should be there now  
2 if you want to refresh.

3 A. I'm not seeing it yet.

4 Q. This is a document we've marked as  
5 Exhibit 3 titled "Customer Service SOP 88,  
6 Customer Overcharges." Have you seen this  
7 document before?

8 A. I have.

9 Q. Is this a document you reviewed in  
10 preparation for your deposition?

11 A. It is a PI review before my deposition.

12 Q. Did you review other SOP's other than  
13 SOP 88 before your deposition?

14 A. I reviewed this one and then a couple  
15 others in preparation.

16 Q. What others?

17 A. This one relates to regulatory visits  
18 and also includes a scan and send element. So I  
19 reviewed both of those as well. They are  
20 usually a package.

21 Q. What is there a number of another SOP  
22 that you reviewed that you can tell me?

23 A. I don't recall.

24 Q. There was another standard operating

1 procedure that dealt with customer overcharges  
2 that you reviewed?

3 A. It didn't deal with overcharges.

4 Q. Do you know why this SOP appears to  
5 include the entire United States footprint  
6 excluding Massachusetts, Michigan stores and two  
7 counties in New York?

8 A. I do know that those jurisdictions have  
9 different operating procedures separate and  
10 apart from the rest of the country.

11 Q. Do you know how St. Lawrence and Ulster  
12 counties are different from the other counties  
13 in New York?

14 MR. TAYLOR: Object to the form.

15 A. No, sir. No, sir, I don't know that.

16 Q. Have you seen a specific customer SOP  
17 on overcharges which applies specifically to  
18 St. Lawrence and/or Ulster counties in New York?

19 A. No, not recently I haven't.

20 Q. I mean have you ever?

21 A. I'm aware that it is an SOP.

22 Q. You believe there is a specific SOP  
23 related to customer overcharges specifically for  
24 St. Lawrence and Ulster counties in New York?



1           A.    I believe there is. I can't say  
2           definitively.

3           Q.    This is a policy that you are familiar  
4           with, SOP 88?

5           A.    It is.

6           Q.    Okay. Do you know when SOP 88 took  
7           effect?

8           A.    I do not know when this SOP was first  
9           -- when it first went into effect. There is an  
10          effective date at the bottom of the document  
11          that reads "May 16, 2022."

12          Q.    Do you know what policy was in place  
13          regarding customer overcharges prior to SOP # 8?

14          A.    I do not.

15          Q.    Okay. Do you know if there was a  
16          standard operating procedure related to customer  
17          overcharges prior to SOP 88?

18               MR. TAYLOR: Object to the form.

19               You can answer.

20          A.    I don't recall.

21          Q.    On the next page of this document,  
22          which would be 0002, it states "for information  
23          regarding customer overcharges in stores in  
24          Ulster county New York, referring to customer

1 overcharges Ulster county New York stores only,  
2 that's SOP 242. Do you see that?

3 A. I do.

4 Q. Do you think that may have been one of  
5 the sop's you reviewed for your deposition?

6 MR. TAYLOR: Object to the form.

7 You can answer.

8 A. I did not review SOP 242.

9 Q. (BY MR. EDWARDS) Okay. Have you ever?

10 A. I don't recall.

11 Q. Okay. So it appears based on SOP 88  
12 that Dollar General strives to avoid  
13 overcharging its customers, correct?

14 MR. TAYLOR: Object to the form.

15 You can answer.

16 A. As part of SOP 88 it is stated that we  
17 strive to maintain consistency between the shelf  
18 price and the price at the register.

19 Q. (BY MR. EDWARDS) All right.

20 Overcharging is inconsistent with Dollar  
21 General's policy to engage in -- let me start  
22 over. It is Dollar General's policy -- let me  
23 take one more crack at it. It is against Dollar  
24 General policy to engage in deceptive or unfair

1 trade practices, correct?

2 A. I can't speak to that portion of the  
3 policy. Certainly in a question like that,  
4 that's out of my area.

5 Q. Well, the policy, SOP 88, specifically  
6 reads it is against Dollar General to engage in  
7 deceptive or unfair trade practices. Did I read  
8 that right?

9 A. Yes, that is stated there.

10 Q. But are you telling me you don't know  
11 whether this is actually the policy?

12 MR. TAYLOR: Object to the form.

13 You can answer.

14 A. I know it is the policy, if that was  
15 the question. Yes, it is stated in our policy.

16 Q. (BY MR. EDWARDS) Then it states "in  
17 accordance with this policy -- the one I just  
18 read -- "Dollar General strives to maintain  
19 consistency between an advertised price, a  
20 product's market price, the shelf label price  
21 and/or the price charged at the register, open  
22 paren, the, quote, scanned,", price, close  
23 paren. Did I read that right?

24 A. You did.

1 Q. Okay. So what you stated earlier about  
2 Dollar General striving to maintain consistency  
3 between the advertised price and the shelf label  
4 price, that is in accordance with this policy  
5 that we just talked about wherein Dollar General  
6 is -- it is against Dollar General's policy to  
7 engage in deceptive or unfair trade practices.  
8 Is that a fair reading?

9 MR. TAYLOR: Object to the form.  
10 You can answer?

11 A. In my role the definition of those  
12 terms is not familiar to me. I can state that  
13 it is Dollar General's policy to have accurate  
14 pricing at the shelf that matches what is at the  
15 register.

16 Q. (BY MR. EDWARDS) Right. You don't have  
17 -- do you have a lay-person understanding of  
18 what a deceptive practice might be?

19 MR. TAYLOR: Object to the form.  
20 You can answer Asked and answered?  
21 You can answer.

22 A. In my role to translate those words or  
23 to identify those words is not something that is  
24 part of my role. We strive to always maintain

1 an accurate price at the shelf that matches the  
2 register.

3 Q. (BY MR. EDWARDS) So are you a consumer,  
4 right, you buy products?

5 A. I do.

6 Q. Okay. You go to your neighborhood  
7 grocery store to buy a package of bread. Do you  
8 see that bread is advertised on the shelf for  
9 four dollars, and when you get up to the  
10 register the bread is actually eight dollars.  
11 Is that advertising deceptive in your opinion?

12 MR. TAYLOR: Object to the form.  
13 You can answer?

14 A. As a customer who works in retail and  
15 has expansive knowledge of retail, I know that  
16 there is something wrong somewhere because the  
17 prices don't match.

18 Q. (BY MR. EDWARDS) Okay. Do you have an  
19 understanding of what the word "deceptive"  
20 means, just a lay person's understanding?

21 MR. TAYLOR: Objection, asked and  
22 answered twice. You can answer again as well.  
23 Objection to the form.

24 A. I understand what it means to be die

1 seat full.

2 Q. (BY MR. EDWARDS) This SOP about  
3 customer overcharges, this is writ attorney  
4 employees by you and it is meant to be  
5 understood, right?

6 MR. TAYLOR: Object to the form.  
7 You can answer?

8 A. It is meant to be understood, and the  
9 line that follows it brings the clarity to the  
10 difference between the shelf price and the  
11 register is -- it must match.

12 Q. (BY MR. EDWARDS) right. Okay. Are  
13 you stating that if the price at the register  
14 doesn't match the price on the shelf, that that  
15 may be deceptive or are you saying that not  
16 deceptive or are you saying you don't know?

17 MR. TAYLOR: Objection, form.  
18 Objection asked and answered three times now.  
19 You can answer again.

20 Q. (BY MR. EDWARDS) Go ahead.

21 A. Or can we leave it at that since it has  
22 been asked and answered.

23 Q. (BY MR. EDWARDS) It hasn't been asked  
24 and answered?

1 MR. TAYLOR: I don't agree with you. I  
2 think you are bordering on badgering the witness  
3 here. She answered questioned to the best of  
4 her ability, and she has indicated that she  
5 answered it, and at a certain level to get to be  
6 badgering you ask the same question over and  
7 over again.

8 MR. EDWARDS: I haven't got an answer.  
9 I'm trying rephrase it and ask it a new way.  
10 I'm going to ask it one more time.

11 Q. (BY MR. EDWARDS) I'm not trying to  
12 badger you. I looking at your store's policy  
13 which states it is against Dollar General's  
14 policy engage in deceptive or unfair trade  
15 practices. I'm look ago 9 the following  
16 sentence that says accordance with this policy,  
17 Dollar General strives to maintain consistency  
18 between the advertised price and the shelf  
19 price, et cetera. I'm asking you if you have  
20 any opinion as to whether a shelf price which is  
21 inconsistent with the register price in your  
22 mind constitutes a deceptive practice?

23 MR. TAYLOR: Objection form, objection,  
24 asked and answered. Objection, calls for a

1 legal conclusion. Can you answer again.

2 Q. (BY MR. EDWARDS) That could yes, no or  
3 I don't know?

4 MR. TAYLOR: Or something else.

5 MR. EDWARDS: Or something else.

6 A. Let's go with "I don't know."

7 Q. (BY MR. EDWARDS) Can we look at the  
8 procedures part of SOP 88, specifically Number  
9 4. Do you see that?

10 A. I do.

11 Q. It appears that procedure Number 4  
12 directs store personnel to correct the pricing  
13 and/or signage immediately if a customer points  
14 out an overcharge. Is that fair?

15 A. That's what it says.

16 Q. Okay. So if a product has been, for  
17 example, overpriced on a Dollar General -- in a  
18 Dollar General store for a month, is it fair to  
19 say that tells us either that the store is  
20 ignoring store policy or no customer has pointed  
21 it out?

22 MR. TAYLOR: Object to the form.

23 You can answer.

24 A. That depends. It could be a number of



1 reasons. The two that you mentioned, it could  
2 be one of those reasons.

3 Q. (BY MR. EDWARDS) Okay. Assume that  
4 there is sales much this product during the  
5 one-month period where it was overpriced on a  
6 Dollar General shelf. Okay? If a customer  
7 notices it and points it out, the store,  
8 according to this policy, should immediately  
9 correct that signage, right?

10 MR. TAYLOR: Object to the form.

11 You can answer.

12 A. That's a policy, yes.

13 Q. (BY MR. EDWARDS) Okay. I'm now going  
14 to mark the next exhibit.

15 (The above-mentioned document was  
16 marked as Exhibit 4.)

17 MR. EDWARDS: I think it has a yellow  
18 sticker on it. I jumped the gun.

19 MR. TAYLOR: Is it the same one?

20 MR. EDWARDS: The same one as the same  
21 exhibit sticker.

22 MR. TAYLOR: I see it now. Cool.

23 Q. (BY MR. EDWARDS) This a long document  
24 we marked Exhibit 4 entitled "Safety and

1 Compliance, the Needs for Change."

2 A. Bear with me for a moment, if you will.

3 It is still turning on my laptop.

4 Q. It probably will take a bit. This is a  
5 large document. While it is turning I'll  
6 represent to you that this starts at Bates range  
7 2004.

8 A. Okay.

9 MR. TAYLOR: Adam, I don't want to ask  
10 the same question I did before, and you may not  
11 know the answer, but was this part of an E-mail  
12 chain or anything like that?

13 MR. EDWARDS: You probably know the  
14 answer to that question better than I do, Trent.  
15 This is the way I have seen it. So I don't  
16 know.

17 MR. TAYLOR: Okay.

18 MR. EDWARDS: I imagine all of these  
19 documents at some point were part of E-mail  
20 chains, but I have no idea.

21 A. Okay. It is up.

22 Q. (BY MR. EDWARDS) Okay. Is this a  
23 document that you have seen before? Take all  
24 the time you need to look through it.

1           A.    Yeah, let me scroll through it here.  
2           Okay. This document -- I recognize parts of  
3           this document, content pieces of this document.  
4           The document as a whole is not entirely familiar  
5           to me.

6           Q.    Understood.

7           A.    I'm not really sure of its origin.

8           Q.    Yeah. Do you know if -- let me turn  
9           your attention to the first page. That's 2005,  
10          the first page after the cover page. Do you see  
11          that?

12          A.    Okay. I do.

13          Q.    "Safety and Compliance, The Need for  
14          Change," this appears to be a document which is  
15          setting out what Dollar General is doing  
16          currently, which at the time of this document  
17          appears to be the end of 2022 or early 2023.  
18          Then it shows what the actions will be in the  
19          future to continue to address safety and  
20          compliance. Is that a fair reading of this  
21          document?

22                MR. TAYLOR: Objection, form.

23          A.    As I scan the document, it does appear  
24          to be that, but I can't say definitively that's

1       what it is.

2           Q.     (BY MR. EDWARDS) Right. On that first  
3       page of content, 2005, if you look at about the  
4       fifth sentence down underneath this graphic, it  
5       states "Pricing violations based on frequency  
6       and cost of violations, different programs have  
7       been established in different locations to  
8       address." Do you agree with that, that in 2022  
9       and 2023 Dollar General has adopted different  
10      programs or established different programs based  
11      on the frequency and cost of violations related  
12      to pricing?

13           MR. TAYLOR: Object to the form.

14           You can answer.

15           A.     In the form that you asked it, no, I  
16      can't say that because I wasn't the author of  
17      this and I would only be speculating, you know,  
18      if I were to say, you know, what I think that  
19      means, because I wasn't -- I wasn't the author  
20      of this document.

21           Q.     (BY MR. EDWARDS) Let me ask you a  
22      question separate and apart from this document.  
23      Can you and I agree that Dollar General has  
24      established various programs to address pricing

1 violations in 2022 and 2023?

2 MR. TAYLOR: Object to the form.

3 You can answer.

4 A. What I would share is that Dollar  
5 General has an established different programs  
6 based on requirements in any agreements that we  
7 entered into.

8 Q. (BY MR. EDWARDS) Agreements with who?

9 A. Any jurisdiction agreements, that type  
10 of thing. If there were any agreements that we  
11 entered into, then I would understand that.

12 Q. Give me an example of an agreement you  
13 have entered into that has forced the enactment  
14 of some change so I can understand.

15 MR. TAYLOR: Object to the form.

16 You can answer.

17 A. An example that I would provide -- this  
18 historical. The agreement is no longer in  
19 place. It was an agreement that we had with the  
20 State of Vermont for a period of time.

21 Q. (BY MR. EDWARDS) Is that some sort of  
22 settlement agreement?

23 MR. TAYLOR: Objection, form.

24 A. I don't recall.

1 Q. (BY MR. EDWARDS) So that agreement that  
2 was entered with the State of Vermont required  
3 Dollar General to put changes in place with  
4 regard to pricing?

5 MR. TAYLOR: Object to the form.

6 You can answer.

7 A. I don't recall the details of it.

8 Q. (BY MR. EDWARDS) Okay. So let's back  
9 up. I'm asking you separate and apart from this  
10 document if Dollar General has established  
11 programs in the relevant time period of this  
12 lawsuit, the last three years, to address  
13 pricing violations or overcharges. It sounds  
14 like you are telling me Dollar General has but  
15 only as a result agreements reached with  
16 governmental entities like the State of Vermont.  
17 Is that accurate?

18 MR. TAYLOR: Objection to the form.  
19 Objection, misstates prior testimony.

20 You can answer.

21 A. That's not accurate. That's not  
22 accurate.

23 Q. (BY MR. EDWARDS) I'd like for you to  
24 clarify, tell me what's not accurate about that.

1           A.    What's not accurate about that is  
2           that -- let me go back here and reread the line  
3           because, yes, different programs have been  
4           established broadly across the company in some  
5           respects.

6           Q.    To address pricing violations?

7           A.    Yes.

8           Q.    Okay. Separate and apart from  
9           agreements with states or other governmental  
10          entities?

11          A.    Yes.

12          Q.    Okay. So put those aside for a minute  
13          and let's talk about what you brought up, which  
14          was this agreement with the State of Vermont.  
15          Are you aware of any other agreements with any  
16          other governmental entities other than Vermont  
17          regarding pricing violations?

18          A.    I don't recall them right now, if there  
19          are any.

20          Q.    Okay.

21          A.    And Vermont was quite a number of years  
22          ago.

23          Q.    What changes took place as a result of  
24          the agreement with Vermont?

1 MR. TAYLOR: Object to the form.

2 You can answer.

3 A. In the case of Vermont -- and this was  
4 a number of years ago -- it was where changes  
5 occurred around the timing of plan-o-gram  
6 changes, how we set MAG, you know. I don't  
7 recall all the specifics of it, but there were  
8 changes that were made as a result of it.

9 Q. (BY MR. EDWARDS) Was that just in  
10 Vermont or were there changes made nationwide?

11 A. As I recall, there were changes made  
12 nationwide. I don't recall what they were.

13 Q. When did this happen approximately?

14 A. I think approximately -- it has  
15 probably been eight years or nor ago.

16 Q. Were these changes that were  
17 implemented nationally effective in reducing the  
18 number of pricing violations?

19 MR. TAYLOR: Object to the form.

20 You can answer.

21 A. I don't -- I don't have data. I mean I  
22 really would have to answer that I don't have  
23 data that shows that.

24 Q. (BY MR. EDWARDS) Okay. Let's go back.



1       There is kind of two buckets we're talking about  
2       here: One are the changes that Dollar General  
3       has put in place during the relevant time  
4       period, which I'll tell you moving forward is  
5       the last three years. Okay?

6       A.    Uh-huh.

7       Q.    Over last three years. Then in this  
8       other bucket are changes due to agreements with  
9       governmental entities like Vermont.

10            I want to go back to the first bucket  
11       now. Can you list for me every program that has  
12       been established by Dollar General over the past  
13       three years to address overcharges or pricing  
14       violations or inaccuracies?

15            MR. TAYLOR: Object to the form.

16            You can answer.

17       A.    Every program -- I think of programs --  
18       you know, the answer would be the programs that  
19       were designed to prevent overcharges, I can  
20       speak to the larger programs that were developed  
21       to do that.

22       Q.    Okay. You can only testify as to what  
23       you know, right? I think that is fair.

24       A.    Right.

1 Q. So tell me the programs that you know  
2 about.

3 A. Okay. I'll try to be all-inclusive  
4 here in terms of the programs that I know about.  
5 We've discussed a couple of them already. One  
6 program is -- I think "program" usually  
7 indicates sort of some broad thing that you are  
8 doing, but in some of these cases it is just one  
9 action that we've taken at a time. We talked  
10 about it earlier. That is the printer and did  
11 the store print labels or not. That is an  
12 action that we have taken. And there being  
13 resources available to report out on that.

14 Q. So the action is what, just to  
15 emphasize the importance of having a working  
16 printer and materials to print out labels?

17 MR. TAYLOR: Object to the form.

18 You can answer.

19 A. The action taken was the IT work  
20 performed to institutionalize a report that we  
21 could provide to our field leaders with that  
22 information.

23 Q. (BY MR. EDWARDS) What does that mean in  
24 laymen's terms?

1           A.    So in laymen's terms as a district  
2   manager on Wednesday morning I get a link, and I  
3   can see which stores in my district did not  
4   print labels. So that's a follow-up tool as a  
5   resource?

6           Q.    So every DM in the country on Wednesday  
7   mornings receives a link that will tell them  
8   which of the stores they are responsible for has  
9   printed labels?

10          A.    That's right.

11          Q.    Okay. If they haven't printed labels  
12   by Wednesday, they are in violation because  
13   Tuesday is the deadline for printing labels  
14   because that's when the prices change at the  
15   register, right?

16               MR. TAYLOR: Object to the form.

17               You can answer.

18          A.    If they haven't printed labels by  
19   Wednesday, the district manager needs to follow  
20   up to ensure that they print labels. It doesn't  
21   necessarily mean they haven't printed labels.  
22   There are going to be those outlier incidents in  
23   which a store doesn't have a working printer, so  
24   I need to go to a neighboring store, and my

1 printer is not going to show up as having  
2 printed those because I may have printed them at  
3 a sister store. It isn't definitive in terms of  
4 I didn't print my labels, which is why the DM  
5 follow-up is done.

6 Q. Are these some sort of specialty  
7 printers that print these labels?

8 MR. TAYLOR: Object to the form.

9 You can answer.

10 A. They aren't.

11 Q. (BY MR. EDWARDS) Just regular printers?

12 MR. TAYLOR: Object to the form.

13 You can answer.

14 A. I don't know the model or anything like  
15 that.

16 Q. (BY MR. EDWARDS) Sure.

17 A. But, you know, it is just a plain  
18 printer.

19 Q. Okay. I'm just wondering, you know,  
20 printers are not the most expensive items in the  
21 world these days thankfully. Is there any  
22 reason why stores wouldn't have available a  
23 backup printer in case the printer went down?  
24 Has that ever been discussed?

1 MR. TAYLOR: Objection, form.

2 You can answer.

3 A. I don't have knowledge if it has been  
4 discussed or not. Just like your home printer,  
5 there can be a number of reasons why the printer  
6 is not working, its parts, its toner. It could  
7 be a number of reasons.

8 Q. (BY MR. EDWARDS) Okay. So that is one  
9 thing that -- one action that Dollar General has  
10 taken to address this pricing inaccuracy or  
11 overcharging issue that we're here about today,  
12 to make available for district managers the  
13 ability to see if their stores have printed  
14 every Wednesday, correct?

15 A. Yes.

16 Q. All right. What is the second that you  
17 are aware of?

18 A. The second is a program that also  
19 involves IT by which the price overrides that  
20 were performed at the store in the previous  
21 week, labels for those items print the following  
22 week.

23 Q. Is that called forced printing?

24 A. That's called -- there are a couple

1 different kinds of forced printing. That is one  
2 form of forced printing.

3 Q. Okay. So if the store does what it is  
4 supposed to do on Tuesday and goes in on the  
5 local level and prints out the labels, that's  
6 not forced printing, right, that's just regular  
7 old printing?

8 A. That's right.

9 Q. Okay. But if the store, say, goes a  
10 week and the district manager sees, hey, these  
11 still haven't been printed, is one example of  
12 forced printing that you can actually go in from  
13 the corporate or IT level and print those labels  
14 yourself?

15 MR. TAYLOR: Object to the form.

16 You can answer.

17 Q. (BY MR. EDWARDS) Is that how that  
18 works?

19 A. It could work that way but it doesn't.  
20 In that scenario that you just mentioned, I  
21 think what you said -- please correct me if I'm  
22 wrong -- is that a district manager goes in and  
23 finds out that the labels from the previous week  
24 weren't printed. Is that what you shared?

1 Q. Well, yeah. What I'm sharing is just  
2 my understanding, which admittedly could be  
3 wrong.

4 Why don't we just back it up and you  
5 explain to me -- give me an example of how  
6 forced printing would typically work. What  
7 would that look like? What are the steps?

8 A. Okay. Forced printing is basically  
9 done by the IT department. So the first type of  
10 forced printing that we just talked about is  
11 that we have a process where the system looks at  
12 what stores did price overrides last week. We  
13 take those items and we do a forced print to the  
14 store so that on Tuesday those labels, in  
15 addition to their core labels, are there. So as  
16 they put up their core labels, they are going to  
17 put up those labels, too. If --

18 Q. (BY MR. EDWARDS) So -- I'm sorry.

19 MR. TAYLOR: Let her finish.

20 A. I do want to add one really important  
21 thing. If I'm a customer and I come up to the  
22 register and I have an item that, you know,  
23 doesn't ring what I thought it was going to  
24 ring, the employee doesn't necessarily run back

1 and look at the shelf. There are situations  
2 where we have overrides because the employee  
3 just wants to make the customer happy.

4 Q. (BY MR. EDWARDS) Right.

5 A. Oh, you thought that was for three  
6 dollars, and they do the override. Out of  
7 caution those types of things would be included  
8 because it is an override. We push those labels  
9 to the store just as part of their next-Tuesday  
10 back.

11 Q. (BY MR. EDWARDS) Go back to my Gillette  
12 razor example to make sure I understand this  
13 correctly. I'm going to buy a Gillette razor.  
14 I see it is on the shelf for \$12.00. I take it  
15 up to the front and it rings up for \$14.00 and I  
16 actually notice it, that it is not ringing up  
17 correctly. So the manager comes over and does  
18 an override, takes that \$14.00 charge down to  
19 12.00. Are you with me so far?

20 A. I am.

21 Q. Are you saying one example of a forced  
22 print would be when IT gets notice of that  
23 override, they will force-print the increase  
24 from the shelf label from \$12.00 to \$14.00, it



1 will just happen?

2 A. That's right. That is an enhancement  
3 that we've done across the chain. So in the  
4 batch of labels that you receive next, that one  
5 will be in there.

6 Q. Okay. In the batch of labels you  
7 receive next, you'd have to wait until the next  
8 week, it doesn't happen right when the override  
9 is received?

10 A. It will happen as part of your next  
11 batch of labels.

12 Q. Oh, okay.

13 A. Whatever that batch is.

14 Q. So if the override happens on a  
15 Wednesday, you may have to wait to receive your  
16 next batch the next week?

17 A. The policy is when the store manager,  
18 the assistant manager, the key-carrier, performs  
19 the override, the policy is they go back and  
20 make it right. The failsafe is it is going to  
21 be in that Tuesday batch. The policy is the  
22 manager should fix it.

23 Q. How does the employee fix it if they  
24 didn't have a new label to print?

1 A. The employee --

2 Q. They haven't got the new label yet.

3 A. The employee fixes it. In your  
4 scenario, you turn the key, oh, my gosh, that  
5 should be \$14.00 on the shelf, we must have  
6 mistakenly missed that. I can scan it with my  
7 hand-held terminal, send the request back to the  
8 printer and print a label.

9 Q. Okay.

10 A. So that's how I correct it in real-time  
11 per policy.

12 Q. I see. So for that to happen under the  
13 example we just gave, a customer has to notice  
14 it like I did in my hypothetical to start the  
15 whole process?

16 MR. TAYLOR: Object to the form.

17 A. In that hypothetical, yes, the customer  
18 noticed in your hypothetical, wait a minute,  
19 that rang up at \$14.00, that's not what it said.

20 Q. (BY MR. EDWARDS) Okay.

21 A. And so to continue on on other  
22 company-wide processes that we've installed --

23 Q. This will be number three?

24 A. This will be number three. There is a

1 separate forced-print process by which buyers  
2 are looking at their sales of items. This  
3 especially happens at pod reset time. As the  
4 buyers are reviewing their numbers, when they  
5 notice that they aren't seeing sales on certain  
6 items, they can request a forced print or they  
7 do request a forced print. That is another way  
8 that labels can be force-printed to the store.  
9 Same process. IT takes the action and they are  
10 force-printed to the store.

11 Q. Okay. So that is -- I'm trying to  
12 understand the distinction between number two  
13 and number three. Number three typically  
14 involves a sale that is being advertised that is  
15 not reflected on the shelf price?

16 A. So the one that I described first is a  
17 customer overcharge that resulted in a price  
18 override.

19 Q. Okay.

20 A. That price override is signaled --

21 Q. I see.

22 A. -- that we need to fix this. Then the  
23 next one that I described is a buyer is noticing  
24 I'm not getting sales on those items.

1 Q. When you mean a "buyer," you don't mean  
2 an in-store consumer?

3 A. I don't mean a customer.

4 Q. Okay.

5 A. I mean a buyer.

6 Q. I follow you now.

7 A. Okay. So a buyer says I'm not seeing  
8 sales on these items, let's force a label.

9 Q. Okay. Well, how does that third one  
10 help Dollar General avoid overcharging the  
11 customer, though?

12 MR. TAYLOR: Object to the form.

13 You can answer.

14 A. Well, that third one is -- it ensures  
15 accuracy because the buyer is asking what is in  
16 that slot. It is where the buyer is asking --  
17 that's a question that the buyer is asking  
18 themselves. So it ensures pricing accuracy.

19 Q. (BY MR. EDWARDS) Okay. So it is not  
20 necessarily a specific action to address  
21 overcharges, but, rather, accuracy?

22 MR. TAYLOR: Object to the form.

23 You can answer.

24 A. Yes.

1 Q. (BY MR. EDWARDS) Okay.

2 A. The next one that I am going to  
3 describe is something that we kicked off at the  
4 end of the fiscal year that we call Compliance  
5 Tuesday.

6 Q. This is number four, Compliance  
7 Tuesday?

8 A. Yes. It is number four. So Compliance  
9 Tuesday is a dedicated four-hour shift at the  
10 beginning of the day to perform compliance  
11 actions.

12 Q. So -- I'm sorry. I thought you were  
13 done. I was going to ask a follow-up.

14 A. There is so much more.

15 Q. Let me do a quick follow-up to make  
16 sure we're on the same page.

17 A. Sure.

18 Q. When you say a dedicated four-hour  
19 shift, are you talking about a single employee  
20 whose only job during that four hours is to  
21 address compliance related issues?

22 A. Yes, sir, I am.

23 Q. All right.

24 A. So that employee is going to work a

1 four-hour shift that starts at seven a.m.

2 Q. Every Tuesday?

3 A. Every Tuesday. So we will soon come up  
4 upon almost a year of doing this. So every  
5 Tuesday there is a four-hour shift dedicating  
6 one employee to compliance that begins at  
7 seven a.m. The first action in our START  
8 communication is a task and all of what we have  
9 in writing on Compliance Tuesday, the first  
10 thing is Tuesday labels.

11 Q. Is Tuesday what?

12 A. Tuesday labels, pricing labels.

13 Q. Okay.

14 A. So on my compliance shift I have an  
15 order in which I do things. As the employee  
16 responsible for that, and I do two things first:  
17 So at seven o'clock I do a quick safety sweep  
18 and I print and hang my labels.

19 Q. Is this person that does the new  
20 four-hour Compliance Tuesday shift, is this a  
21 manager, the store manager, or is this a lower-  
22 level employee?

23 A. I think of it as it is a key-carrier.  
24 There is two people in the store right now. So

1 you can have one person at the front end ringing  
2 customers that doesn't have to be a key-carrier  
3 and then you have a key-carrier that is  
4 performing these compliance duties.

5 Q. Okay. So --

6 A. That doesn't mean a store manager.

7 Q. So are you telling me at seven a.m. on  
8 Tuesdays there is two employees in the store?

9 A. Yes.

10 Q. Okay. And before this policy could it  
11 have been that there was only one employee in  
12 the store?

13 A. Yes, it could have been.

14 Q. So now are you telling me that -- when  
15 did this program start? Was it early 2023?

16 A. I'm telling you that we took the  
17 actions in the very last week of fiscal 2022 to  
18 institutionalize this.

19 Q. Okay. So on the 52nd week of 2022 this  
20 went into place?

21 A. Yes. So we're coming up on a year.

22 Q. Okay. And so now there is a  
23 requirement that two employees be in the store  
24 every Tuesday morning at seven a.m.?

1 MR. TAYLOR: Object to the form.

2 You can answer.

3 A. There is a shift in the labor schedule  
4 for Tuesday morning for those two employees.

5 Q. (BY MR. EDWARDS) For that four hours  
6 from seven a.m. to eleven a.m., that's not the  
7 person at the front register, right?

8 A. It is not.

9 Q. Okay. But it is -- this person could  
10 be an entry-level employee?

11 MR. TAYLOR: Object to the form.

12 You can answer.

13 A. Yes, it could be. I mean if it had to  
14 be, yes.

15 Q. (BY MR. EDWARDS) Okay. What do you  
16 mean "if it had to be"?

17 A. The direction is that it is a  
18 key-carrier, but there are employees -- I mean  
19 our employees know how to hang shelf labels.

20 Q. Okay. Are you telling me that the  
21 instructions on the policy is that the person  
22 doing the compliance shift on Tuesdays should be  
23 a key-carrier but there is leeway there that  
24 non-key-carriers can also do the Compliance



1 Tuesday shift?

2 MR. TAYLOR: Object to the form.

3 You can answer.

4 A. In the communication and standard  
5 operating procedure that we prepared, it should  
6 be a key-carrier.

7 Q. (BY MR. EDWARDS) Okay. What did you  
8 mean when you told me that all of our employees  
9 can do labels?

10 A. So in the event that the key-carrier  
11 needed to be called away, someone else could do  
12 it. It would not be a policy violation.

13 Q. Okay. How much training is required  
14 for this individual that does the four-hour  
15 shift on Compliance Tuesday?

16 MR. TAYLOR: Object to form.

17 A. There is a very detailed -- it really  
18 is very simplistic what you do on that day. It  
19 is a series of actions that are simplistic.  
20 They are detailed. We talked about it a little  
21 bit earlier in the task management system in a  
22 START task called Compliance Tuesday. It has  
23 its own dedicated START communication.

24 Q. (BY MR. EDWARDS) Is this a video?

1           A.    No, it is not a video.  When I think  
2           about the tasks that need to be performed, this  
3           is a small bullet-pointed list, seven-to-  
4           ten-word sentences of what actions that you need  
5           to take.

6           Q.    Okay.  So this is kind of a one-page  
7           instruction manual for the employee designated  
8           to do the Compliance Tuesday shift?

9           A.    I wouldn't call it a manual.  It is a  
10          one-page instruction.  Instead of creating a  
11          one-pager that has the instructions and send  
12          them one time, we send it every Tuesday.

13          Q.    Okay.  All right.

14          A.    And the only employees that have access  
15          to the START task management system are  
16          key-carriers.

17          Q.    What is this document called with the  
18          bullet points that is sent out every Tuesday?

19          A.    It is called Compliance Tuesday.

20          Q.    Okay.

21          A.    Compliance Tuesday.

22          Q.    With the bullet points?

23          A.    Yes.  Not a lot of bullet points, but  
24          Compliance Tuesday, exclamation point, and then

1 it has a few bullets.

2 Q. All right. So does an employee have to  
3 have a certain number of weeks or months of  
4 experience to do this Compliance Tuesday task?

5 MR. TAYLOR: Object to the form.

6 You can answer.

7 A. There is not a called-out minimum to  
8 the amount of experience they would have. There  
9 certainly is the instructions in the START task,  
10 which are clear on what to do, you know.

11 Would someone need training? Yes, they  
12 would have needed training at one point in time  
13 to be able to perform all of the duties of  
14 Compliance Tuesday. When we think about the two  
15 that we've talked about, we've talked about the  
16 safety sweep, the first thing they come in, it  
17 is an automatic prompt in their hand-held  
18 terminal, and then the Tuesday labels are a  
19 separate START communication. So there is  
20 already a task there for your Tuesday labels.  
21 You print them and go.

22 Q. Okay. What is the starting salary for  
23 entry level at a Dollar General store in New  
24 York, if you know?

1 MR. TAYLOR: Object to the form.

2 You can answer.

3 A. I don't know for New York. That's not  
4 my area.

5 Q. (BY MR. EDWARDS) Is it close to minimum  
6 wage, do you have any idea?

7 MR. TAYLOR: Object to the form.

8 You can answer.

9 A. An HR team member would have to answer  
10 that.

11 Q. (BY MR. EDWARDS) You told me the  
12 employee would have to have some training, if i  
13 heard you right. What kind of training would  
14 that be to do the four-hour Compliance Tuesday  
15 shift?

16 MR. TAYLOR: Object to the form.

17 You can answer.

18 A. That form of training would be a  
19 one-time shoulder-to-shoulder with a person of  
20 knowledge. And that would be adequate.

21 Q. (BY MR. EDWARDS) Okay. So someone in  
22 the store that has done the Compliance Tuesday  
23 before would walk them through the process?

24 A. That's right. Then they have the

1 supporting tools in START. It is going to be  
2 right there on their menu Tuesday morning, you  
3 know, here is my little task list. That  
4 supporting documentation would be there it help  
5 as well.

6 Q. Okay. In your experience is it typical  
7 for someone other than the store manager to do  
8 this four-hour Compliance Tuesday shift?

9 MR. TAYLOR: Object to the form.

10 You can answer.

11 A. I mean I can't speak to knowing how  
12 many non-store managers, you know, are doing  
13 this on Compliance Tuesday. As a key-carrier  
14 you have to have a sign-on to get into the task.  
15 So I really can't speak to how any of those  
16 would go about that.

17 Q. (BY MR. EDWARDS) What qualifies the  
18 employee at Dollar General to be a key-carrier?

19 MR. TAYLOR: Object to the form.

20 You can answer.

21 A. That really is in terms of the job  
22 description. I mean definitely the HR team  
23 would be the subject-matter expert there.

24 Q. (BY MR. EDWARDS) All right.

1 A. So I would only be speculating.

2 Q. Right. So you don't -- I understand  
3 that HR is going to know the specifics, but do  
4 you know whether it is a time-qualified thing or  
5 special training or both to become a  
6 key-carrier?

7 MR. TAYLOR: Object to the form.

8 You can answer.

9 A. I don't know if there is a specific. I  
10 don't have any recent knowledge of job  
11 descriptions, if there is any sort of hiring  
12 requirements like that. The HR team would know.

13 Q. (BY MR. EDWARDS) You are one of the  
14 people responsible for coming up with this  
15 Compliance Tuesday change --

16 MR. TAYLOR: Object to the form.

17 You can answer.

18 Q. (BY MR. EDWARDS) -- is that correct?

19 A. I worked as part of a collaborative  
20 group. So there were certainly -- given the  
21 financial investment here there were certainly  
22 lots of people involved in it conceptually. And  
23 then, as is typical, that sort of fun else  
24 through, you know, conceptually here is what

1 we're going to do and then identifying exactly  
2 what we're going to do and then getting into  
3 process.

4 So, you know, if your question is  
5 around communication to stores, communication to  
6 the field, documenting the process, then that  
7 would be me.

8 Q. Do you know why -- or what is the  
9 purpose behind the policy which indicates that a  
10 key-carrier should be the one doing the  
11 four-hour Compliance Tuesday shift?

12 MR. TAYLOR: Objection, form.  
13 Objection, misstating her prior testimony.

14 You can answer it.

15 A. I wasn't, you know, part of those  
16 conversations if they were even had. But, you  
17 know, in terms of dealing with confirming store  
18 safety, confirming accurate pricing, the other  
19 parts of Compliance Tuesday, we would want that  
20 to be a key-carrier.

21 Q. (BY MR. EDWARDS) Is it because you want  
22 someone doing these tasks to be, you know,  
23 trustworthy and reliable as a key-carrier might  
24 be?

1 MR. TAYLOR: Object to the form.

2 You can answer.

3 Q. (BY MR. EDWARDS) I mean is that part of  
4 it?

5 A. I think the other thing that I would  
6 add is when I think about the store net PC and I  
7 think about the HHT, those are for key-carriers  
8 only. You are dealing with things like the  
9 perpetual inventory. So it is a natural tie  
10 that it would be a key-carrier because they  
11 already have those responsibilities of working  
12 with those tools.

13 Q. Do you disagree with what I said  
14 earlier, that there is an element of wanting  
15 someone trustworthy built into that policy that  
16 requires a key-carrier to do the Compliance  
17 Tuesday four-hour shift?

18 MR. TAYLOR: Object to the form.

19 You can answer.

20 A. I don't agree or disagree. The person  
21 is already in a role to have responsibilities of  
22 maintaining accurate potential, ensuring safety,  
23 utilizing our hand-held terminal. That's how I  
24 think about it.



1 Q. (BY MR. EDWARDS) Understood. Is there  
2 a number five to your list of actions taken by  
3 Dr. -- or Dollar General to --

4 A. Well, it is 3:30 there, so you --

5 Q. Yeah, my old med-mal days are coming  
6 back to me.

7 A. Mid-afternoon, right?

8 Q. Yeah.

9 A. Gosh. Let me think. We talked about  
10 forced-prints. We talked about Compliance  
11 Tuesday. Those four are the main ones.

12 Q. Okay. Turn to -- I'm sorry.

13 A. No, go ahead.

14 Q. Turn to the next page, which is 2006,  
15 where it states "Investing in Safety and  
16 Compliance Action Plan." Do you see that?

17 A. I do.

18 Q. Under "Price Accuracy" it states  
19 "Recovery from increased pricing activity in  
20 2022 and go forward strategic to sustain  
21 compliance." Do you have any idea what that  
22 means, "recovery from increased pricing activity  
23 in 2022"?

24 A. I do. I referenced it briefly earlier.

1 The coming out of COVID where there were all  
2 kinds of supply-chain challenges, there was  
3 reformulation of products, changes in  
4 assortments, there were an "unprecedented" -- is  
5 the only word I can use here -- number of price  
6 changes from our vendors.

7 Q. Right.

8 A. Numbers honestly in all my years with  
9 Dollar General I had never seen. So what I just  
10 described for you for Compliance Tuesday was our  
11 institutional response based on all these  
12 unprecedented things that had happened this year  
13 in terms of price changes, we've need to do  
14 something permanent.

15 That doesn't mean that we weren't  
16 supporting along the way because, you know, we  
17 were supporting along the way, that if shelf  
18 label numbers ended up -- and those typically  
19 aren't decided upon until late in the week,  
20 sometimes Monday. So there were scenarios where  
21 we were, you know, giving support along the way.  
22 Because of that unprecedented number of price  
23 changes in 2022, we knew we needed a permanent  
24 solution for 2023.

1 Q. When you say "permanent solution," the  
2 changes that you made at the end of 2022 moving  
3 forward, those aren't a temporary thing, right?  
4 You mean that to be those changes are going to  
5 stay in place for the foreseeable future?

6 A. Those changes are permanent.

7 Q. Okay.

8 A. And I think it is also important to  
9 note it was an event that we conducted at one  
10 point in time but certainly still is a tool in  
11 our toolbox and we did support it with labor  
12 hours. After the Compliance Tuesday first  
13 began, we took an entire week off from doing any  
14 price changes --

15 Q. I see.

16 A. -- and we utilized that week to do what  
17 we called a full-store scan. So when you think  
18 about those unprecedented price changes, yes, we  
19 were supporting them along the way, we came up  
20 with a permanent plan, but at the same time what  
21 could we do as an event to further ensure  
22 pricing accuracy at the shelf?

23 So we conducted in every store what we  
24 call a full-store scan in which we didn't send

1 any pricing that week. They spent that time on  
2 Tuesday scanning and validating accurate pricing  
3 throughout the store.

4 Q. We need to pause just a second to  
5 change court reporters, but I need to close out  
6 this loop.

7 When did this event take place that you  
8 are talking about where every store did a full  
9 scan?

10 A. Our fiscal -- sorry. I think in terms  
11 of fiscal weeks. Last year was a 53-week year.  
12 That full scan occurred in week 53, essentially  
13 the very end of the fiscal year.

14 Q. Is there a document or spreadsheet that  
15 shows the results of that full-store scan?

16 MR. TAYLOR: Object to the form.

17 You can answer.

18 A. There is a document that shows -- we  
19 can go back to the task management system --  
20 what that event was. As I recall, during that  
21 week there were also field leaders out in stores  
22 working shoulder to shoulder with teams to  
23 ensure that that that was happening.

24 And then, you know, validation, you

1 know, I don't know the specifics of it, but  
2 validation, because when you think about it,  
3 okay, I'm doing a full-store scan, that means I  
4 have to print labels for whatever I find that  
5 wasn't correct. And so there was some activity  
6 around confirming, yeah, the stores did print  
7 labels as part of that.

8 Q. Okay. That lasted a few weeks, you  
9 said, the very last week of 2022?

10 A. That's right.

11 MR. TAYLOR: We need to make sure we're  
12 talking about fiscal year versus calendar year.

13 THE WITNESS: Yeah.

14 Q. (BY MR. EDWARDS) Okay. So that fiscal  
15 year the 53rd fiscal week of 2022 would have  
16 fallen in what month?

17 A. It would have fallen in January.

18 Q. Of this year?

19 A. Of this year.

20 Q. Okay.

21 A. Of this calendar year, yes.

22 Q. This is every store in Dollar General  
23 in the United States?

24 A. Yes, it is.

1 Q. Okay.

2 MR. EDWARDS: Let's pause to take a  
3 break to swap court reporters.

4 (Conclusion time Volume I: 2:41 p.m.  
5 CST.)

6 (Signature not waived.)

7

8

9

10

11

12

13

14

15

16

17

18

19

20

21

22

23

24

## ERRATA SHEET CORRECTIONS

Page	Line	Now Reads	Should Read
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Signature of Deponent      Date

Sworn to and Subscribed before me, this \_\_ day  
of \_\_\_\_\_, 20\_\_.

\_\_\_\_\_, Notary public

My Commission Expires \_\_\_\_\_

C E R T I F I C A T E

STATE OF TENNESSEE

COUNTY OF SHELBY

I, Brian Dominski, Licensed Court Reporter, in and for the State of Tennessee, do hereby certify that the above proceeding was reported by me, and the transcript is a true and accurate record to the best of my knowledge, skills, and ability.

I further certify that I am not related to nor an employee of counsel or any of the parties to the action, nor am I in any way financially interested in the outcome of this case.

I further certify that I am duly licensed by the Tennessee Board of Court Reporting as a Licensed Court Reporter as evidenced by the LCR number and expiration date following my name below.

I further certify that this transcript is the work product of this court reporting agency and any unauthorized reproduction and/or transfer of it will be in violation of Tennessee Code Annotated 39-14-104, Theft of Services.



Brian Dominski, LCR #114  
VERITEXT REPORTING CORPORATION  
236 Adams Avenue  
Memphis, Tennessee 38103



1 Mia Savaloja

2  
3 December 19, 2023

4 RE: Wolf, Joseph, Et Al. v. Dollar General Corporation, Et Al.  
5 12/14/2023, Mia Savaloja (#6347862)

6 The above-referenced transcript is available for  
7 review.

8 Within the applicable timeframe, the witness should  
9 read the testimony to verify its accuracy. If there are  
10 any changes, the witness should note those with the  
11 reason, on the attached Errata Sheet.

12 The witness should sign the Acknowledgment of  
13 Deponent and Errata and return to the deposing attorney.  
14 Copies should be sent to all counsel, and to Veritext at  
15 litsup-ga@veritext.com

16  
17 Return completed errata within 30 days from  
18 receipt of testimony.

19 If the witness fails to do so within the time  
20 allotted, the transcript may be used as if signed.

21  
22 Yours,  
23 Veritext Legal Solutions  
24  
25

[0002 - accuracy]

Page 137

<b>0</b>	<b>20</b> 68:6 134:20	<b>3</b>	<b>9</b>
<b>0002</b> 88:22	<b>20.00</b> 69:18	<b>3</b> 4:5 85:22,24	<b>9</b> 71:24 94:15
<b>0021653</b> 67:14	<b>20.00.</b> 69:24	86:5	<b>901-523-8974</b>
<b>08902</b> 3:8	<b>2004</b> 97:7	<b>30</b> 136:17	1:17
<b>1</b>	<b>2005</b> 98:9 99:3	<b>37292</b> 3:6	<b>96,14</b> 4:5
<b>1</b> 4:4 51:16,23	<b>2006</b> 128:14	<b>38103</b> 1:17 3:18	<b>a</b>
52:8 83:16	<b>2007</b> 36:18	135:23	<b>a.m.</b> 2:5 117:1,7
<b>10</b> 81:3	<b>2015</b> 37:3	<b>39-14-104</b>	118:7,24 119:6
<b>100</b> 75:22	<b>2017</b> 20:19 22:9	135:16	119:6
<b>10:00</b> 2:5	22:13 36:21,22	<b>3:30</b> 128:4	<b>ability</b> 94:4
<b>114</b> 3:17 135:21	37:1,2	<b>4</b>	108:13 135:7
<b>12.00</b> 43:11,22	<b>2022</b> 29:19,22	<b>4</b> 4:5 95:9,11	<b>able</b> 51:5,8 60:8
111:24	30:1,4 88:11	96:16,24	62:2 122:13
<b>12.00.</b> 111:14,19	98:17 99:8	<b>5</b>	<b>above</b> 52:7 60:5
<b>12/14/2023</b>	100:1 118:17,19	<b>5</b> 64:6,20	85:23 96:15
136:5	128:20,23	<b>5,12</b> 4:2	135:5 136:6
<b>130</b> 3:8	129:23 130:2	<b>52,6</b> 4:4	<b>acceptable</b>
<b>14</b> 1:12	132:9,15	<b>52nd</b> 118:19	17:24 18:2,18
<b>14.00</b> 43:11	<b>2023</b> 1:12 2:2	<b>53</b> 131:11,12	<b>access</b> 121:14
111:15,18,24	19:12,20,21	<b>53rd</b> 132:15	<b>accessories</b>
113:5,19	20:3,4,22 22:14	<b>5th</b> 78:12	49:18 50:7,16
<b>14.00.</b> 41:8	22:20,24 23:4	<b>6</b>	50:16 51:3,10
43:22	26:8,9,17 28:12	<b>60,4</b> 4:4	<b>accessory</b> 49:16
<b>14th</b> 2:2	98:17 99:9	<b>6347862</b> 136:5	<b>accordance</b>
<b>1520</b> 3:8	100:1 118:15	<b>7</b>	90:17 91:4
<b>15th</b> 79:10	129:24 136:3	<b>7:23cv00558</b> 1:5	94:16
<b>16</b> 88:11	<b>2024</b> 79:8	<b>8</b>	<b>accountability</b>
<b>19</b> 28:18 136:3	<b>21.35.</b> 70:2	<b>8</b> 66:9,11 88:13	45:8,12
<b>19.50</b> 69:23	<b>23219</b> 3:12	<b>800</b> 3:5,12	<b>accumulate</b>
<b>1st</b> 79:8	<b>236</b> 1:16 3:18	<b>86,8</b> 4:5	32:6
<b>2</b>	135:22	<b>88</b> 4:5 86:5,13	<b>accuracies</b>
<b>2</b> 4:4 57:19,22	<b>242</b> 89:2,8	88:4,6,17 89:11	24:15
60:4,6 71:20	<b>26622</b> 135:21	89:16 90:5 95:8	<b>accuracy</b> 23:22
74:10	<b>2:41</b> 133:4		70:9,18,20 72:2
			74:18 76:14

[accuracy - answer]

Page 138

77:2,12 83:18 84:2 115:15,18 115:21 128:18 130:22 136:9 <b>accurate</b> 22:15 22:18 23:1 66:6 70:11 72:5,10 81:6,9,14,24 82:8,14 83:6,8 83:11,14 84:19 91:13 92:1 101:17,21,22,24 102:1 126:18 127:22 131:2 135:6 <b>accurately</b> 70:14 <b>acknowledge</b> 17:10 <b>acknowledgm...</b> 136:12 <b>action</b> 73:8 105:9,12,14,19 108:9 114:9 115:20 117:7 128:16 135:9 <b>actionable</b> 38:24 <b>actions</b> 98:18 116:11 118:17 120:19 121:4 128:2 <b>active</b> 78:11 79:24	<b>activities</b> 26:5 38:19 <b>activity</b> 72:15 74:24 75:1 128:19,22 132:5 <b>actual</b> 39:21 <b>actually</b> 57:19 63:1 66:12 69:2 85:16 90:11 92:10 109:12 111:16 <b>ad</b> 80:8,14,20 81:1 <b>adam</b> 3:4 5:6 6:23 60:12 85:13 97:9 <b>adams</b> 1:16 3:18 135:22 <b>add</b> 19:13 21:18 40:18 69:21 110:20 127:6 <b>adding</b> 60:3 <b>addition</b> 76:22 110:15 <b>additional</b> 49:5 63:9 64:23 <b>address</b> 31:13 31:18,21 77:12 98:19 99:8,24 101:12 102:6 104:13 108:10 115:20 116:21 <b>addressed</b> 73:15 <b>adequate</b> 85:1 123:20	<b>administration</b> 25:20 26:1 <b>admittedly</b> 110:2 <b>adopted</b> 99:9 <b>ads</b> 80:8 <b>advantage</b> 24:2 <b>advertised</b> 52:12,18 90:19 91:3 92:8 94:18 114:14 <b>advertisements</b> 80:9 <b>advertising</b> 92:11 <b>advised</b> 57:12 73:1 <b>afternoon</b> 128:7 <b>age</b> 9:7 <b>agency</b> 135:15 <b>ago</b> 8:3 26:13 94:15 102:22 103:4,15 <b>agree</b> 6:5,6,14 11:11 12:12 17:4,14 18:13 28:17 29:19 33:1 45:5 52:17 53:12,24 54:13 55:2,19 56:8 64:13 65:24 68:18 81:13 83:8 94:1 99:8 99:23 127:20	<b>agreed</b> 49:19 52:9 <b>agreement</b> 100:12,18,19,22 101:1 102:14,24 <b>agreements</b> 100:6,8,9,10 101:15 102:9,15 104:8 <b>ah</b> 36:4 <b>ahead</b> 16:14 51:14 57:18 85:21 93:20 128:13 <b>aisles</b> 69:20 80:24 <b>al</b> 1:3,6 136:4,4 <b>align</b> 82:21 <b>allegations</b> 8:21 16:6,11,18 <b>allege</b> 16:22 <b>allotted</b> 136:20 <b>amelia</b> 21:14 26:22 <b>amount</b> 49:20 54:15,21 55:4 55:10 57:2 68:5 122:8 <b>analogies</b> 50:14 <b>analysis</b> 33:9 <b>angela</b> 35:7,16 <b>annotated</b> 135:16 <b>answer</b> 6:17 7:20 8:24 10:24
--	---	---	---

[answer - automatic]

Page 139

11:21 13:3,7,14 14:6,12 15:24 16:8 17:1,9,16 17:20 18:9,15 18:22 21:1 22:17 23:3,10 23:24 24:10 26:12,21 28:4 28:23 29:12 30:6,7 31:15 32:11,21 33:5 34:7,23 35:6,15 37:20 38:7 39:7 39:24 40:13 41:16 42:9,16 43:6,15 44:1,9 44:17 45:11,19 48:11,23 49:22 50:23 52:14,21 53:8,16 54:2,11 54:17 55:8,17 55:24 56:11,15 56:22 57:7,16 59:4,16,24 62:7 62:22 63:16 65:5 66:3 68:14 69:10 71:5,12 71:18 72:14 73:4,17 74:14 75:4 77:23 78:19 79:15 80:5 81:17 82:2 82:11,16 83:1 84:9 85:4 88:19 89:7,15 90:13	91:10,20,21 92:13,22 93:7 93:19 94:8 95:1 95:23 96:11 97:11,14 99:14 100:3,16 101:6 101:20 103:2,20 103:22 104:16 104:18 105:18 106:17 107:9,13 108:2 109:16 115:13,23 119:2 119:12 120:3 122:6 123:2,8,9 123:17 124:10 124:20 125:8,17 126:14 127:2,19 131:17 <b>answered</b> 17:21 23:9 55:7 91:20 92:22 93:18,22 93:24 94:3,5,24 <b>answering</b> 50:22 <b>answers</b> 5:23 6:3 13:11 <b>apart</b> 87:10 99:22 101:9 102:8 <b>app</b> 31:2,4,7,11 31:12,23 32:6 32:16 <b>appear</b> 9:8 10:5 98:23	<b>appearance</b> 7:13,17 <b>appearances</b> 7:8 7:15 <b>appearing</b> 2:6,7 2:9,10 51:24 <b>appears</b> 32:6 61:5 87:4 89:11 95:11 98:14,17 <b>applicable</b> 136:8 <b>applies</b> 87:17 <b>appropriate</b> 7:5 <b>approximately</b> 2:4 7:23 8:3 13:18 27:12 29:16 58:7 103:13,14 <b>approximation</b> 58:8 <b>april</b> 21:6 <b>apt</b> 36:10 <b>area</b> 21:4 26:8 40:6,7,9 51:4 90:4 123:4 <b>arrive</b> 50:4 <b>articulates</b> 41:19 <b>aside</b> 102:12 <b>asked</b> 23:8 55:7 91:20 92:21 93:18,22,23 94:24 99:15 <b>asking</b> 6:12 7:18 54:24 65:2	68:23 82:19 94:19 101:9 115:15,16,17 <b>aspect</b> 54:3 <b>aspects</b> 60:1 <b>asset</b> 21:7,8,10 21:13,14,15 22:3,22 23:12 23:19 24:2,7 <b>assist</b> 13:10 <b>assistant</b> 112:18 <b>assortment</b> 51:13 <b>assortments</b> 129:4 <b>assume</b> 6:18 41:5 63:12 96:3 <b>assumed</b> 22:13 <b>assuming</b> 40:23 <b>attached</b> 136:11 <b>attaches</b> 53:14 <b>attempt</b> 23:21 <b>attention</b> 98:9 <b>attorney</b> 93:3 136:13 <b>attorneys</b> 81:18 81:19 <b>audience</b> 63:4 73:18,20,23,24 85:11 <b>audits</b> 29:9 71:2 <b>author</b> 99:16,19 <b>automatic</b> 122:17
--	--	---	---

[available - call]

Page 140

<b>available</b> 30:23 105:13 107:22 108:12 136:6 <b>avenue</b> 1:16 3:18 135:22 <b>average</b> 55:14 55:14 <b>avoid</b> 6:3 70:10 70:14 71:1 89:12 115:10 <b>avoiding</b> 70:24 <b>aware</b> 31:1 51:6 82:20 87:21 102:15 108:17	<b>badger</b> 94:12 <b>badgering</b> 94:2 94:6 <b>based</b> 14:17 32:7 49:6 56:7 83:21 89:11 99:5,10 100:6 129:11 <b>basically</b> 110:8 <b>basis</b> 85:9 <b>batch</b> 46:1 112:4,6,11,13 112:16,21 <b>bates</b> 67:11 97:6 <b>bear</b> 97:2 <b>began</b> 130:13 <b>beginning</b> 2:4 61:6 83:24 84:3 84:6 116:10 <b>begins</b> 117:6 <b>behalf</b> 2:2 <b>believe</b> 8:8 9:14 14:19,21 17:22 24:5 32:13 33:19 35:21 74:6,15 85:21 87:22 88:1 <b>believed</b> 9:6 <b>best</b> 6:3 14:2 20:13 69:22 94:3 135:6 <b>better</b> 23:21 97:14 <b>beyond</b> 15:20 50:15	<b>big</b> 24:4 69:8 <b>bigger</b> 24:4 <b>biggest</b> 51:11 <b>bill</b> 8:12,16 9:6 68:6 <b>bit</b> 30:9 38:13 39:9 54:8 76:3 97:4 120:21 <b>board</b> 135:11 <b>book</b> 78:23 <b>bordering</b> 94:2 <b>bottom</b> 67:12 88:10 <b>bought</b> 10:17 <b>box</b> 75:22,23 <b>branch</b> 2:11 <b>bread</b> 92:7,8,10 <b>break</b> 11:8 36:15 73:6 85:19 133:3 <b>breaks</b> 11:10,14 <b>brian</b> 3:17 22:1 40:8 42:22 135:4,21 <b>brief</b> 36:1 <b>briefly</b> 128:24 <b>bring</b> 47:1,7,11 <b>brings</b> 93:9 <b>broad</b> 105:7 <b>broader</b> 15:20 <b>broadly</b> 102:4 <b>broken</b> 73:14 <b>brought</b> 8:10 9:14 102:13	<b>brunswick</b> 2:8 3:8 <b>bucket</b> 104:8,10 <b>buckets</b> 104:1 <b>built</b> 127:15 <b>bullet</b> 66:9,11 66:12,17 67:16 67:19 68:2,8,10 69:2,14 70:7 81:4,5 83:16 84:17 121:3,18 121:22,23 <b>bullets</b> 122:1 <b>burlington</b> 59:9 <b>business</b> 25:20 26:1 <b>butchering</b> 36:10 <b>buy</b> 92:4,7 111:13 <b>buyer</b> 78:6,6 114:23 115:1,5 115:7,15,16,17 <b>buyers</b> 114:1,4 <b>buying</b> 18:11 43:21
<b>b</b>			
<b>bachelor's</b> 25:24 <b>back</b> 11:2 22:7 29:18 30:9 32:24 37:2 38:12 40:2,24 41:4 43:9 51:15 54:7 71:19 85:20 101:8 102:2 103:24 104:10 110:4,24 111:10,11 112:19 113:7 128:6 131:19 <b>background</b> 25:17,18 <b>backgrounds</b> 54:19 <b>backup</b> 107:23			
			<b>c</b>
			<b>c</b> 3:2 35:22 135:1,1 <b>calendar</b> 132:12 132:21 <b>call</b> 34:15,18 36:7 38:16 46:5 116:4 121:9 130:24

[called - collier]

Page 141

<b>called</b> 34:2 46:4 49:6 67:11 83:17 108:23,24 120:11,22 121:17,19 122:7 130:17 <b>calls</b> 81:16 94:24 <b>canal</b> 3:12 <b>cap</b> 76:8,10 77:7 <b>caps</b> 67:3 74:21 75:1 76:2,3,7,14 <b>captured</b> 45:24 <b>career</b> 19:7 <b>carlisle</b> 22:5 <b>carrier</b> 112:18 117:23 118:2,3 119:18,23 120:6 120:10 124:13 124:18 125:6 126:10,20,23 127:10,16 <b>carriers</b> 119:24 121:16 127:7 <b>case</b> 1:14 7:4 8:4,5,10,22 9:12 9:22 10:1,6,17 13:1,12 16:17 16:22 42:24 44:22 67:6 103:3 107:23 135:10 <b>cases</b> 10:10 105:8	<b>categories</b> 49:3 51:11 <b>category</b> 46:24 49:5 51:12 <b>caution</b> 111:7 <b>cbl</b> 83:17,20,21 84:1,11 <b>cd</b> 51:11 <b>cell</b> 49:16,18 50:6,9,16 51:2 51:10 <b>center</b> 23:14 73:7 <b>centers</b> 47:15 <b>central</b> 53:22 65:13,18,24 <b>certain</b> 94:5 114:5 122:3 <b>certainly</b> 23:12 29:19 48:16 54:24 75:16 84:12 90:3 122:9 125:20,21 130:10 <b>certify</b> 135:5,8 135:11,14 <b>cetera</b> 29:4 30:24 84:21 94:19 <b>chain</b> 29:3 47:14 97:12 112:3 129:2 <b>chains</b> 97:20 <b>challenges</b> 129:2	<b>change</b> 37:24 38:2 39:4 40:3,5 40:10 42:23 43:1 44:14 48:3 48:4 62:16 66:10,19 97:1 98:14 100:14 106:14 125:15 131:5 <b>changed</b> 43:3 63:18 64:24 77:8 <b>changes</b> 12:9 29:24 37:18 39:11 40:11 42:1,7,14,18 43:7 44:21 45:17 46:8 47:20 63:7,8,9 63:24 66:20 78:6,7 79:20 101:3 102:23 103:4,6,8,10,11 103:16 104:2,8 129:3,6,13,23 130:2,4,6,14,18 136:10 <b>chao</b> 35:22 <b>characterization</b> 61:9 <b>characterize</b> 54:20 <b>charge</b> 35:21 111:18	<b>charged</b> 52:11 52:16 90:21 <b>charging</b> 18:6 <b>check</b> 42:4 <b>choice</b> 70:6 <b>chose</b> 14:15 <b>christmas</b> 46:20 75:22 76:21,21 <b>church</b> 70:5 <b>circular</b> 69:16 <b>civil</b> 2:14 <b>claims</b> 10:18 <b>clarice</b> 25:1,5 <b>clarify</b> 101:24 <b>clarity</b> 93:9 <b>clear</b> 6:2,4,8 7:9 19:19 50:19,20 64:7,11 122:10 <b>clip</b> 32:4 <b>clock</b> 76:18,19 <b>close</b> 36:3 90:22 123:5 131:5 <b>closer</b> 64:22 <b>code</b> 31:18,21 135:16 <b>coleman</b> 3:5 <b>collaborated</b> 65:21 <b>collaboration</b> 68:15 <b>collaborative</b> 125:19 <b>college</b> 25:19,22 <b>collier</b> 2:8 3:13 12:6 15:9
---	---	--	--

[combine - correct]

Page 142

<b>combine</b> 23:16 <b>come</b> 12:10 30:9 36:3 48:17 54:18 74:22 76:7 110:21 117:3 122:16 <b>comes</b> 55:1 75:19 111:17 <b>coming</b> 29:4,20 70:4 118:21 125:14 128:5 129:1 <b>comment</b> 29:18 <b>commission</b> 134:22 <b>common</b> 21:2 <b>communicated</b> 38:19 41:13 <b>communicates</b> 39:11 40:18,20 40:21 <b>communication</b> 19:3,14,15 20:5 20:17 22:9 36:17,24,24 37:3,16 38:14 38:15,24 39:1,4 39:10,16 40:9 40:19 117:8 120:4,23 122:19 126:5,5 <b>communicatio...</b> 37:5,6,7,9 <b>communities</b> 70:19 71:9,14	<b>companies</b> 21:2 21:3 <b>company</b> 58:21 59:8 102:4 113:22 <b>complaint</b> 16:3 16:6,12,17 <b>complete</b> 9:23 77:20 <b>completed</b> 41:24 77:16 136:17 <b>compliance</b> 4:4 4:5 12:19 20:6,8 20:18,23 21:7 22:9,14,21 23:5 23:13,19,22 24:1,6 26:7,9,15 26:19 27:6,19 28:1,11 53:22 54:3,5 61:5,15 62:24 64:12 65:13,16,17,24 77:4,7 97:1 98:13,20 116:4 116:6,8,10,21 117:6,9,14,20 118:4 119:22,24 120:15,22 121:8 121:19,21,24 122:4,14 123:14 123:22 124:8,13 125:15 126:11 126:19 127:16 128:10,16,21	129:10 130:12 <b>comply</b> 79:21 <b>computer</b> 83:21 <b>conceptually</b> 125:22,24 <b>conclusion</b> 81:16 95:1 133:4 <b>conducted</b> 130:9,23 <b>confidentiality</b> 7:5 <b>confirmed</b> 36:22 <b>confirming</b> 126:17,18 132:6 <b>confusing</b> 6:9 50:15 <b>connie</b> 57:23 58:3,5,13 59:1,5 59:7,11,12,13 59:21 60:1 <b>connie's</b> 58:9 <b>connow</b> 24:20 <b>consent</b> 2:4 <b>consistency</b> 89:17 90:19 91:2 94:17 <b>constitutes</b> 94:22 <b>consumer</b> 34:11 92:3 115:2 <b>consumers</b> 10:22	<b>content</b> 63:13 64:21 84:12 98:3 99:3 <b>context</b> 39:9 <b>continue</b> 98:19 113:21 <b>conversation</b> 72:17 <b>conversations</b> 126:16 <b>conveyed</b> 39:5 <b>cookies</b> 78:1,1 <b>cool</b> 96:22 <b>coolers</b> 47:2 <b>copies</b> 136:14 <b>core</b> 46:7,11,11 46:13,14,15,23 47:8,10,12,17 47:23 48:4 49:3 72:6 75:2,5,7 110:15,16 <b>corp</b> 3:14 <b>corporate</b> 9:9 12:2 21:19 109:13 <b>corporation</b> 1:6 1:16 3:17 135:22 136:4 <b>correct</b> 15:10 17:24 18:7 19:12,24 22:23 27:20 36:15,18 36:19 40:1,16 41:2,3 42:10 43:13,16 44:4
--	--	---	--



[correct - definitive]

Page 143

44:10,15 52:12 66:5 80:3 89:13 90:1 95:12 96:9 108:14 109:21 113:10 125:18 132:5 <b>corrections</b> 134:1 <b>correctly</b> 66:22 67:8 111:13,17 <b>cost</b> 53:6 99:6 99:11 <b>cough</b> 20:7 <b>counsel</b> 2:4 3:14 11:18 14:24 36:15 135:8 136:14 <b>counties</b> 87:7,12 87:12,18,24 <b>country</b> 87:10 106:6 <b>county</b> 88:24 89:1 135:3 <b>couple</b> 7:1 9:23 86:14 105:5 108:24 <b>coupon</b> 35:13 <b>coupons</b> 30:24 32:2 69:15,16 <b>court</b> 1:1 3:16 5:5,18,21 7:12 7:14 131:5 133:3 135:4,11 135:12,14	<b>cover</b> 98:10 <b>covers</b> 22:6 <b>covid</b> 28:18,24 29:5,8,20 129:1 <b>crack</b> 89:23 <b>crackers</b> 78:1,1 79:7 <b>create</b> 34:21 <b>creating</b> 121:10 <b>criteria</b> 14:15 14:17 <b>cst</b> 2:5 133:5 <b>curious</b> 73:11 <b>current</b> 18:24 19:2 <b>currently</b> 12:5 35:4 41:7 98:16 <b>customer</b> 4:5 17:7 18:6,10,13 18:20,23 32:16 33:21 35:16 43:21 52:22 53:3,9,13,17 55:1,15 56:7,8 56:13,17 64:12 64:16,17,18 66:1 71:6 86:5,6 87:1,16,23 88:13,16,23,24 92:14 93:3 95:13,20 96:6 110:21 111:3 113:13,17 114:17 115:3,11	<b>customer's</b> 57:13,17 <b>customers</b> 30:20 30:23 31:2 33:2 33:6,7,11,16 34:3 52:11,15 52:18 54:14,18 55:3,9,12,20 56:1 66:4 67:22 68:4 70:12,19 71:3,9,13 80:20 89:13 118:2  <b>d</b>  <b>d</b> 4:1 <b>dan</b> 24:20 <b>dann</b> 3:7 <b>data</b> 33:15,24 34:11 45:24 46:1 103:21,23 <b>database</b> 32:18 <b>date</b> 41:1 79:1,3 79:4,5,19,19,20 79:22,23 80:3 88:10 134:18 135:12 <b>day</b> 2:2 12:9 26:15,15,19,19 27:1,1,2,2 39:3 54:14 66:23 67:8 68:4 116:10 120:18 134:20 <b>days</b> 8:3 79:12 107:21 128:5 136:17	<b>deadline</b> 106:13 <b>deal</b> 87:3 <b>dealing</b> 17:6 126:17 127:8 <b>deals</b> 40:9 <b>dealt</b> 87:1 <b>december</b> 1:12 2:2 136:3 <b>deceptive</b> 89:24 90:7 91:7,18 92:11,19 93:15 93:16 94:14,22 <b>decided</b> 21:6 129:19 <b>deciding</b> 70:3 <b>decision</b> 22:21 23:7,11 37:24 38:2,12 41:5 <b>decisions</b> 24:12 52:19 <b>deck</b> 34:18,19 <b>decks</b> 35:4 <b>dedicated</b> 116:9 116:18 120:23 <b>dedicating</b> 117:5 <b>dedmon</b> 27:17 27:19,21 <b>defendants</b> 1:7 3:10 <b>definitely</b> 124:22 <b>definition</b> 91:11 <b>definitive</b> 107:3
---	---	---	---



[definitively - document]

Page 144

<b>definitively</b> 88:2 98:24 <b>degree</b> 25:19,24 <b>delegate</b> 41:22 <b>delivered</b> 38:14 38:15 <b>delivering</b> 50:1 <b>delivery</b> 47:5 <b>department</b> 21:9,10 33:9 34:20 58:12,19 110:9 <b>depends</b> 95:24 <b>deponent</b> 134:18 136:13 <b>deposing</b> 136:13 <b>deposition</b> 1:10 2:1,12 4:4,7 6:21 7:19 8:1,2 9:8,20 10:15 11:19,24 12:11 12:15,16 13:19 14:16 15:15,20 36:14 51:24 61:24 86:10,11 86:13 89:5 <b>depositions</b> 10:9 <b>describe</b> 116:3 <b>described</b> 114:16,23 129:10 <b>description</b> 124:22 <b>descriptions</b> 125:11	<b>designated</b> 121:7 <b>designations</b> 7:6 <b>designed</b> 67:24 84:13 104:19 <b>detail</b> 46:15 <b>detailed</b> 120:17 120:20 <b>details</b> 9:24 24:12 51:13 101:7 <b>determine</b> 42:5 52:23 53:5 62:3 <b>developed</b> 104:20 <b>developing</b> 84:10 <b>dg</b> 30:11,12,14 30:15,16 32:16 67:22 <b>dge</b> 30:15 <b>die</b> 92:24 <b>differ</b> 47:8,10 <b>difference</b> 72:2 93:10 <b>different</b> 21:4 26:8 32:7 35:17 42:20 47:19 58:11,14 59:7 60:24 62:3,17 63:10 75:6 87:9 87:12 99:6,7,9 99:10 100:5 102:3 109:1	<b>differently</b> 18:17 76:3 <b>digital</b> 30:23 32:2 <b>direct</b> 24:23 <b>direction</b> 119:17 <b>directionally</b> 50:5 <b>director</b> 19:3,10 20:5,17 22:8 27:2,6,19 28:1,6 28:7 33:22 36:23 <b>directors</b> 37:13 61:16 74:1 <b>directs</b> 42:11 95:12 <b>disagree</b> 29:20 68:11 71:15,22 81:23 82:8 127:13,20 <b>discounts</b> 80:20 <b>discovery</b> 13:1,7 <b>discrepancy</b> 10:22 <b>discuss</b> 36:14 <b>discussed</b> 105:5 107:24 108:4 <b>discussing</b> 14:18,20 <b>discussion</b> 5:9 9:17 21:22 <b>display</b> 76:6 77:6	<b>disposed</b> 2:17 <b>disrespectful</b> 36:8 <b>distinction</b> 21:17 114:12 <b>distributed</b> 34:12 <b>distribution</b> 47:15 <b>district</b> 1:1,1 8:16 25:13 37:13 80:22 85:8 106:1,3,19 108:12 109:10 109:22 <b>divided</b> 58:22 <b>division</b> 37:14 74:1 <b>dm</b> 106:6 107:4 <b>document</b> 34:2 34:9 44:12,13 44:20 52:7 60:5 60:14,16 61:23 62:3,11,12,13 62:20 63:1 64:3 74:10 83:5 85:23 86:4,7,9 88:10,21 96:15 96:23 97:5,23 98:2,3,3,4,14,16 98:21,23 99:20 99:22 101:10 121:17 131:14 131:18
---	--	---	---

## [documentation - edwards]

Page 145

<b>documentation</b> 124:4	55:1,3,4,9,15,20 56:20 57:4,14	<b>drops</b> 49:17 <b>dsd</b> 47:2,4,16,18 47:20,22 48:5 49:4 50:8,10,11 50:21	16:2,10,16 17:4 17:12,21 18:4 18:19,24 21:8 21:23 22:2,19 23:6,18 24:5,14 26:16,22 28:8 29:6,16 30:8 31:17,22 32:15 32:23 33:8,14 34:1,10,15 35:1 35:8,19,23 36:2 37:22 38:9 39:20 40:2,14 41:21 42:12,21 43:9,17 44:5,11 44:23 45:13 46:3 48:12 49:2 49:23 51:1 52:5 52:9,17 53:2,12 53:20 54:7,13 54:23 55:13,19 56:5,12,19 57:4 57:10,18,21 59:9,20 60:3,7 60:15,19 61:11 61:12 62:9,23 63:17 65:6 66:8 69:13 71:8,15 71:19 72:18 73:10,23 75:6 78:4 79:18 80:7 82:7,13,19 83:4 84:16 85:19 86:1 89:9,19 90:16 91:16
<b>documenting</b> 126:6	58:6,17 59:2,21 62:19 66:1	<b>due</b> 9:6 78:11 104:8	
<b>documents</b> 12:18,20,24 13:18,21 14:4,9 14:10,13,15 34:11,16,21 45:2 46:10 60:20 97:19	67:23 68:1 70:21 71:9 80:18 81:18,19 84:5 89:12,20 89:22,23 90:6 90:18 91:2,5,6 91:13 94:13,17 95:17,18 96:6 98:15 99:9,23 100:4 101:3,10 101:14 104:2,12 108:9 115:10 122:23 124:18 128:3 129:9 132:22 136:4	<b>duly</b> 5:2 135:11 <b>duties</b> 118:4 122:13 <b>dvd</b> 50:17,24 51:2	
<b>doing</b> 76:17 98:15 105:8 117:4 119:22 124:12 126:10 126:22 130:13 132:3		<b>e</b>	
<b>dokum</b> 8:12		<b>e</b> 3:2,2 4:1 12:21 12:22 13:6 25:1 25:1,3,3 31:13 57:23 60:14,16 60:21,24 97:11 97:19 135:1,1	
<b>dollar</b> 1:6 3:14 8:7,14 9:10,11 10:6,15 12:1 16:23 17:5,14 18:3,12,12 19:11 20:3,16 21:9,11 22:20 23:20 27:21 28:19,20 30:18 31:1,12 32:18 33:2,6,16 34:4 34:12,17 35:13 41:6 44:12 45:3 45:6,14 49:9,12 49:18 52:10,15 53:13,21,22 54:5,8,14,18	<b>dollars</b> 41:7 92:9,10 111:6 <b>dominski</b> 2:10 3:17 135:4,21 <b>donnie</b> 58:2 <b>dr</b> 128:3 <b>draft</b> 64:21 <b>drafted</b> 62:13 62:14 64:19 <b>drafts</b> 62:14 <b>drivers</b> 47:11 <b>droge</b> 57:23 58:2,3 59:1 <b>drop</b> 20:22 47:5 50:2	<b>earlier</b> 5:16 36:22 52:10 72:10,16 76:4 81:6 83:5 91:1 105:10 120:21 127:14 128:24 <b>early</b> 98:17 118:15 <b>easy</b> 32:4 <b>educational</b> 25:16,18 <b>edwards</b> 2:6 3:4 4:2,7 5:4,8,11 7:11,18 9:3 11:2 11:23 13:5,10 13:16 14:8,14	

**[edwards - exclamation]**

Page 146

92:3,18 93:2,12 93:20,23 94:8 94:11 95:2,5,7 96:3,13,17,20 96:23 97:13,18 97:22 99:2,21 100:8,21 101:1 101:8,23 103:9 103:24 105:23 107:11,16 108:8 109:17 110:18 111:4,11 113:20 115:19 116:1 119:5,15 120:7 120:24 123:5,11 123:21 124:17 124:24 125:13 125:18 126:21 127:3 128:1 132:14 133:2 <b>eeoc</b> 8:5 <b>effect</b> 88:7,9 <b>effective</b> 43:7 79:4 88:10 103:17 <b>efficiencies</b> 23:12 <b>eight</b> 7:23 10:9 10:10 92:10 103:15 <b>either</b> 14:24 33:20 45:16 73:7 77:7 95:19 <b>electronically</b> 43:12	<b>element</b> 23:13 86:18 127:14 <b>eleven</b> 119:6 <b>emotions</b> 56:16 <b>emphasize</b> 70:24 105:15 <b>employee</b> 10:15 10:18 70:21 73:6 110:24 111:2 112:23 113:1,3 116:19 116:24 117:6,15 117:22 118:11 119:10 121:7 122:2 123:12 124:18 135:8 <b>employees</b> 15:13 73:1 93:4 118:8,23 119:4 119:18,19 120:8 121:14 <b>employment</b> 8:6 9:22 10:1,10,16 10:18 <b>enactment</b> 100:13 <b>encompasses</b> 61:4 <b>ended</b> 129:18 <b>engage</b> 89:21,24 90:6 91:7 94:14 <b>enhancement</b> 112:2 <b>ensure</b> 66:20 70:10,11,17	72:21 73:8 76:18 106:20 130:21 131:23 <b>ensures</b> 115:14 115:18 <b>ensuring</b> 74:17 127:22 <b>entered</b> 1:14 100:7,11,13 101:2 <b>entire</b> 58:14 64:1 87:5 130:13 <b>entirely</b> 98:4 <b>entities</b> 101:16 102:10,16 104:9 <b>entitled</b> 96:24 <b>entry</b> 119:10 122:23 <b>epidemic</b> 28:17 <b>equipment</b> 84:20 85:1 <b>erc</b> 72:20 73:12 <b>erin</b> 22:5 26:23 <b>errata</b> 134:1 136:11,13,17 <b>especially</b> 114:3 <b>esq</b> 3:4,7,11 <b>essentially</b> 38:17 46:14 131:12 <b>established</b> 99:7 99:10,24 100:5 101:10 102:4 104:12	<b>et</b> 1:3,6 29:4 30:24 84:21 94:19 136:4,4 <b>event</b> 120:10 130:9,21 131:7 131:20 <b>eventually</b> 62:15 <b>everybody</b> 32:3 <b>evidenced</b> 135:12 <b>exact</b> 34:8 <b>exactly</b> 30:12 46:9 126:1 <b>examination</b> 4:2 5:10 <b>examined</b> 5:2 <b>example</b> 26:23 29:10 39:10 43:10 49:15 69:7,11 77:19 77:24 79:6 85:2 95:17 100:12,17 109:11 110:5 111:12,21 113:13 <b>examples</b> 50:7 50:10,15 51:6,8 51:9 57:10 <b>except</b> 2:16 <b>excited</b> 83:16 84:6,14 <b>exclamation</b> 77:16 121:24
---	---	---	--

[excluding - forced]

Page 147

<b>excluding</b> 87:6	<b>eyes</b> 80:22	<b>fault</b> 56:20 57:5	88:8,9 98:9,10
<b>executive</b> 59:6	<b>f</b>	57:13,17 70:9	99:2 104:10
<b>exhaustive</b> 51:5	<b>f</b> 25:2 135:1	<b>feature</b> 76:12	110:9 114:16
<b>exhibit</b> 4:4,4,5,5	<b>facilitate</b> 62:17	<b>federal</b> 2:13	117:7,9,16
51:15,16,17,18	<b>facilitating</b>	<b>feel</b> 17:22 56:13	122:16 130:12
51:23 52:8	68:24	59:13,17 63:17	<b>fiscal</b> 116:4
57:19,22 60:3,4	<b>facilitator</b> 62:18	71:19	118:17 131:10
60:6,9 71:20	<b>fact</b> 84:13	<b>feeler</b> 59:19	131:11,13
74:10 85:21,22	<b>factual</b> 16:10,18	<b>feels</b> 56:8	132:12,14,15
85:24 86:5	83:12	<b>felt</b> 73:11	<b>five</b> 58:8 85:15
96:14,16,21,24	<b>failed</b> 29:8	<b>field</b> 22:3 23:14	128:2
<b>exhibits</b> 4:3,6	<b>failing</b> 77:20	37:9,10,12,17	<b>fix</b> 112:22,23
7:3	<b>fails</b> 136:19	58:13 82:4	114:22
<b>exhibitshare</b>	<b>failsafe</b> 112:20	105:21 126:6	<b>fixed</b> 54:15,21
51:15	<b>fair</b> 6:18,19	131:21	55:4,10,10 68:5
<b>expand</b> 15:20	43:23 44:23	<b>fifteen</b> 79:12	<b>fixes</b> 113:3
<b>expansive</b> 92:15	48:7,13 63:12	<b>fifth</b> 99:4	<b>flip</b> 6:16
<b>expected</b> 47:7	71:3 91:8 95:14	<b>fifty</b> 18:12	<b>floor</b> 76:17
<b>expensive</b>	95:18 98:20	<b>figure</b> 77:1	<b>flow</b> 38:1
107:20	104:23	<b>final</b> 61:20	<b>folder</b> 51:19
<b>experience</b>	<b>fairly</b> 21:2	63:23	<b>follow</b> 21:24
33:21 34:11	32:13	<b>financial</b> 125:21	36:12 41:10
56:17 65:19	<b>fallen</b> 132:16,17	<b>financially</b>	106:4,19 107:5
66:1 122:4,8	<b>false</b> 16:11,19	135:9	115:6 116:13,15
124:6	<b>familiar</b> 30:14	<b>find</b> 132:4	<b>following</b> 29:7
<b>expert</b> 82:4	30:15,20,22	<b>finds</b> 109:23	94:15 108:21
124:23	51:12 83:2 88:3	<b>fines</b> 70:10,14	135:13
<b>expiration</b>	91:12 98:4	71:1	<b>follows</b> 5:3 93:9
135:12	<b>family</b> 69:18,22	<b>finish</b> 110:19	<b>footprint</b> 87:5
<b>expires</b> 134:22	70:4	<b>firm</b> 3:7,16	<b>force</b> 111:23
<b>explain</b> 30:10	<b>far</b> 37:2 42:22	<b>first</b> 5:2 7:2	114:8,10 115:8
37:4 45:14,20	111:19	10:14,19 13:17	<b>forced</b> 100:13
80:15 110:5	<b>farid</b> 18:10	20:10 36:13	108:23 109:1,2
<b>eye</b> 80:23	<b>fashion</b> 7:10	51:14 64:6	109:6,12 110:6
	45:4	67:16 72:5 81:4	110:8,10,13

[forced - general]

Page 148

111:21 114:1,6 114:7 128:10 <b>forefront</b> 28:19 <b>foreseeable</b> 130:5 <b>forgive</b> 36:7 <b>form</b> 2:16 7:9 8:23 10:23 11:20 13:2,8,13 14:5,11 15:23 16:7,13,24 17:8 17:15,19 18:1,8 18:14,21 20:24 22:16 23:2,8,23 24:3,9 26:11,20 28:3,22 29:11 30:5 31:14,20 32:10,20 33:4 33:12,18 34:5 34:14,22 35:5 35:14 37:19 38:6 39:6,23 40:12 41:15 42:8,15 43:5,14 43:24 44:8,16 45:10,18 48:10 48:22 49:21 52:13,20 53:7 53:15 54:1,10 54:16 55:6,16 55:23 56:10,14 56:21 57:6,15 59:3,15,23 62:6 62:21 63:15 65:4 66:2 68:13	69:9 71:4,11,17 72:13 73:3,16 74:13 75:3 77:22 78:18 79:14 80:4 81:15 82:1,10 82:15,23 84:8 85:3 87:14 88:18 89:6,14 90:12 91:9,19 92:12,23 93:6 93:17 94:23 95:22 96:10 98:22 99:13,15 100:2,15,23 101:5,18 103:1 103:19 104:15 105:17 106:16 107:8,12 108:1 109:2,15 113:16 115:12,22 119:1 119:11 120:2,16 122:5,13 123:1 123:7,16,18 124:9,19 125:7 125:16 126:12 127:1,18 131:16 <b>formalities</b> 2:15 <b>format</b> 34:19 <b>former</b> 10:18 <b>forms</b> 2:15 <b>forty</b> 14:4 <b>forward</b> 13:6 104:4 128:20 130:3	<b>four</b> 24:23 25:10,14 72:1 92:9 116:6,8,9 116:18,20 117:1 117:5,20 119:5 120:14 123:14 124:8 126:11 127:17 128:11 <b>fourteen</b> 79:11 <b>frame</b> 29:21 <b>free</b> 71:19 <b>freeze</b> 21:21 <b>frequency</b> 99:5 99:11 <b>frequently</b> 11:15 <b>friday</b> 78:11 <b>friend</b> 70:5 <b>front</b> 63:3 111:15 118:1 119:7 <b>fulfillment</b> 78:21,22 <b>full</b> 5:12 64:6 93:1 130:17,24 131:8,12,15 132:3 <b>fulton</b> 25:23 <b>fun</b> 125:23 <b>function</b> 21:4 <b>functional</b> 21:4 <b>further</b> 130:21 135:8,11,14 <b>future</b> 98:19 130:5	<b>fuzzy</b> 11:6 <b>g</b> <b>g</b> 25:1 74:21 75:2,12,16 76:14 <b>ga</b> 136:15 <b>gathering</b> 12:24 <b>gay</b> 3:5 <b>gears</b> 30:9 <b>general</b> 1:6 3:14 3:14 8:7,15 9:10 9:11 10:6,15 16:21,23 17:6 17:14 18:3 19:11 20:3,16 21:9,11 22:20 27:22 28:19,21 31:1,12 32:8,12 32:14,18 33:2,6 34:4,12,17 35:13 41:6 42:18 44:12 45:3,6,15 48:15 49:9,12,18 52:10 53:13,21 55:1,3,4,9,15,20 57:14 58:6,17 59:2,22 62:19 66:1 70:21 71:9 80:19 81:18,20 81:21 82:3 84:5 89:12,24 90:6 90:18 91:2,5 94:17 95:17,18 96:6 98:15 99:9
---	--	--	--

**[general - heard]**

Page 149

99:23 100:5 101:3,10,14 104:2,12 108:9 115:10 122:23 124:18 128:3 129:9 132:22 136:4 <b>general's</b> 12:1 23:21 30:18 33:16 52:15 53:23 54:5,9,14 54:18 56:20 57:5 89:21,22 91:6,13 94:13 <b>generally</b> 42:24 48:9 75:17 <b>generates</b> 44:13 <b>getting</b> 20:12 50:14 114:24 126:2 <b>gillette</b> 41:6 43:10,18 111:11 111:13 <b>give</b> 6:17 49:14 51:8 67:10 69:6 77:19 100:12 110:5 <b>given</b> 6:20 7:19 10:14 74:4,5 125:20 <b>giving</b> 12:11 129:21 <b>glad</b> 6:13 <b>glance</b> 80:24	<b>global</b> 28:1,10 <b>go</b> 16:14 22:7 39:12 41:4 43:9 51:14,18 57:18 64:2 71:19 81:3 85:20 92:6 93:20 95:6 102:2 103:24 104:10 106:24 109:12 111:11 112:19 122:21 124:16 128:13 128:20 131:19 <b>goes</b> 32:16 49:11 78:9 109:4,9,22 <b>going</b> 5:20,21 6:7,17 11:5 12:17 20:12 26:4 29:1,18 30:8,9 35:23 41:7 43:11 46:15 48:9 52:24 53:6,9,10 53:19 65:22 67:7 69:20,23 70:15,16 71:21 75:13,23 76:6 77:3 78:22,24 79:11 82:4 84:16 85:13,20 94:10 96:13 106:22 107:1 110:16,23 111:13 112:20	116:2,13,24 124:1 125:3 126:1,2 130:4 <b>good</b> 5:12 32:3 59:13,21 <b>goodletsville</b> 2:9 12:4 <b>gosh</b> 9:21 113:4 128:9 <b>govern</b> 81:21 <b>governed</b> 7:4 <b>government</b> 29:9 71:2 <b>governmental</b> 101:16 102:9,16 104:9 <b>gram</b> 46:16 75:9 77:15,20 78:2,5 78:8,11,14,15 79:7,11,16,19 79:20,21 80:2 103:5 <b>grams</b> 77:11 78:23 <b>graphic</b> 99:4 <b>great</b> 7:10 80:19 <b>green</b> 65:17 <b>grocery</b> 92:7 <b>group</b> 24:4 27:11 33:22 35:17 125:20 <b>grown</b> 23:15 <b>guess</b> 14:2,7 21:20	<b>guessing</b> 6:11 <b>guide</b> 74:24 75:1 <b>gun</b> 96:18 <b>guys</b> 33:8 <b>h</b> <b>h</b> 25:3 35:22 <b>half</b> 27:12 <b>hand</b> 67:12 113:7 122:17 127:23 <b>hang</b> 117:18 119:19 <b>happen</b> 38:21 47:23 48:4,6 69:7 73:8 103:13 112:1,8 112:10 113:12 <b>happened</b> 129:12 <b>happening</b> 131:23 <b>happens</b> 38:22 45:14,22 63:6 112:14 114:3 <b>happy</b> 111:3 <b>hard</b> 68:7 <b>hauck's</b> 40:8 42:22 <b>head</b> 21:13,14 69:19 <b>headquarters</b> 12:2 <b>heard</b> 123:13
---	---	---	---

<b>hearing</b> 2:18 <b>held</b> 113:7 122:17 127:23 <b>help</b> 6:4 73:22 76:14,15 81:8 83:7,11,13 115:10 124:4 <b>helped</b> 64:21 <b>hesitate</b> 11:9 <b>hey</b> 85:12 109:10 <b>hht</b> 127:7 <b>high</b> 8:20 9:1,3 9:5 32:8 54:8 <b>highway</b> 3:8 <b>hiring</b> 125:11 <b>historical</b> 100:18 <b>history</b> 32:7,19 <b>hit</b> 43:1 <b>hits</b> 78:17 <b>home</b> 70:4 76:5 108:4 <b>honest</b> 59:18 <b>honestly</b> 9:17 80:18 129:8 <b>hope</b> 36:7 <b>hour</b> 35:24 85:14 116:9,18 117:1,5,20 120:14 123:14 124:8 126:11 127:17 <b>hours</b> 15:4 116:20 119:5	130:12 <b>hr</b> 123:9 124:22 125:3,12 <b>huh</b> 6:3,4 62:9 104:6 <b>humiliated</b> 56:8 56:13,17 70:8 <b>hypothetical</b> 41:10 113:14,17 113:18  <b>i</b>  <b>idea</b> 32:23 55:13 97:20 123:6 128:21 <b>identified</b> 84:24 <b>identify</b> 91:23 <b>identifying</b> 126:1 <b>idg</b> 31:23 <b>ignoring</b> 95:20 <b>imagine</b> 97:18 <b>immediately</b> 95:13 96:8 <b>impact</b> 29:21 <b>implemented</b> 103:17 <b>importance</b> 18:5 53:14 105:15 <b>important</b> 6:1 19:13 21:17 28:20 39:8 52:10 54:3,6 65:16 71:6,8,13 73:11 80:2	110:20 130:8 <b>inaccuracies</b> 24:8 104:14 <b>inaccuracy</b> 26:10 28:18 30:3 57:24 108:10 <b>inaccurate</b> 69:8 79:13,17 <b>incidents</b> 106:22 <b>include</b> 37:16 58:24 87:5 <b>included</b> 31:20 53:21 111:7 <b>includes</b> 86:18 <b>inclusive</b> 37:12 105:3 <b>income</b> 55:10,14 <b>inconsistent</b> 89:20 94:21 <b>incorrect</b> 77:9 78:13 <b>increase</b> 29:8,15 30:3 41:13 43:10,12 47:22 48:9 111:23 <b>increased</b> 41:8 128:19,22 <b>increases</b> 29:4 <b>indicated</b> 94:4 <b>indicates</b> 46:12 105:7 126:9 <b>individual</b> 42:3 120:14	<b>individually</b> 9:9 <b>individuals</b> 25:10 <b>inevitably</b> 6:9 <b>information</b> 33:21 39:16 88:22 105:22 <b>install</b> 75:17 <b>installed</b> 113:22 <b>instance</b> 63:8 <b>instances</b> 72:24 73:5 <b>institutional</b> 129:11 <b>institutionalize</b> 105:20 118:18 <b>instruction</b> 121:7,10 <b>instructions</b> 119:21 121:11 122:9 <b>integral</b> 85:6 <b>interested</b> 38:1 135:9 <b>interrogatories</b> 13:12 <b>introduce</b> 57:21 <b>introduced</b> 57:19 63:10 <b>introducing</b> 52:6 60:4 <b>inventory</b> 49:10 49:11 127:9 <b>investing</b> 128:15
---	---	---	--



[investment - label]

Page 151

<b>investment</b> 125:21 <b>invoiced</b> 49:13 <b>involve</b> 10:16 <b>involved</b> 10:20 26:9,14,19 65:1 72:21 125:22 <b>involves</b> 37:5,7 108:19 114:14 <b>involving</b> 10:21 <b>issue</b> 8:6,9 10:16 17:6 28:18,20 108:11 <b>issues</b> 11:5 26:9 29:3 70:11 72:20 73:13 84:23 116:21 <b>it'll</b> 7:16 <b>item</b> 46:16,19 50:23 66:23 67:9 70:3 110:22 <b>items</b> 46:22,22 46:23 47:1,6 49:13 51:2 107:20 108:21 110:13 114:2,6 114:24 115:8 <b>iterations</b> 62:11 63:5	<b>jersey</b> 2:8 <b>jillian</b> 25:1,5 <b>job</b> 19:1,2,4,6,7 19:8 20:2,4,16 20:20 22:13 23:1,21 25:4 26:5 27:4,8,9,13 27:14,16,24 35:8 37:1 58:16 59:5,14,21 80:19 116:20 124:21 125:10 <b>joseph</b> 1:3 136:4 <b>jump</b> 16:11 75:21 <b>jumped</b> 16:18 96:18 <b>junctures</b> 19:7 <b>jurisdiction</b> 100:9 <b>jurisdictions</b> 87:8 <b>juror</b> 58:20	<b>kept</b> 62:20 <b>key</b> 26:24 48:15 112:18 113:4 117:23 118:2,3 119:18,23,24 120:6,10 121:16 124:13,18 125:6 126:10,20,23 127:7,10,16 <b>kicked</b> 116:3 <b>kind</b> 15:14 28:19 104:1 121:6 123:13 <b>kinds</b> 109:1 129:2 <b>kit</b> 78:21,22,24 <b>knew</b> 129:23 <b>know</b> 12:11,17 20:21 23:7 24:3 24:16,17 27:7 27:14,24 29:2,3 29:13 32:5 33:22,24 34:17 39:14 42:18,21 46:4 47:4 52:22 53:18 54:4,9 59:1 60:13,15 61:3,22 62:19 63:3 68:16,18 69:3 72:11 73:19 81:17 82:13,17,20 87:4,8,11,15 88:6,8,12,15 90:10,14 92:15	93:16 95:3,6 97:11,13,16 98:8 99:17,18 103:6 104:18,23 105:1,4 107:14 107:17,19 110:22 119:19 122:10,24 123:3 124:3,12 125:3 125:4,9,12,24 126:4,8,15,17 126:22 129:16 129:21 131:24 132:1,1 <b>knowing</b> 69:21 124:11 <b>knowledge</b> 35:3 92:15 108:3 123:20 125:10 135:6 <b>knowledgeable</b> 35:12 <b>knows</b> 69:20 <b>knoxville</b> 2:6 3:6
<b>j</b>	<b>k</b>		<b>l</b>
<b>january</b> 74:6,12 132:17 <b>javier</b> 3:7	<b>k</b> 25:2 <b>kaufman</b> 25:2 <b>keep</b> 45:6,15 49:10 55:20 <b>keeping</b> 13:20 56:3 69:19 <b>keeps</b> 32:18 45:3 <b>kelly</b> 3:13 12:6 <b>kennedy</b> 21:15		<b>l</b> 25:1 <b>la</b> 36:4 <b>label</b> 39:11 44:3 44:6,11,14 46:7 46:11,11 52:23 53:10 57:1,3,8 79:22 90:20 91:3 111:24 112:24 113:2,8



[label - mail]

Page 152

115:8 129:18 <b>labels</b> 39:12,21 40:22 41:20 42:5,7,13 43:3 43:18 45:4,7,15 72:6,11 75:17 76:7,23 77:5,8,8 77:9 78:10,22 85:2,6 105:11 105:16 106:4,9 106:11,13,18,20 106:21 107:4,7 108:21 109:5,13 109:23 110:14 110:15,16,17 111:8 112:4,6 112:11 114:8 117:10,12,12,18 119:19 120:9 122:18,20 132:4 132:7 <b>labor</b> 119:3 130:11 <b>laptop</b> 97:3 <b>large</b> 23:13 97:5 <b>larger</b> 24:3 60:14,16 61:2 104:20 <b>lasted</b> 132:8 <b>lastly</b> 80:8 <b>late</b> 42:13,17,18 42:19 43:18,19 45:16 129:19 <b>lateral</b> 28:9	<b>launch</b> 83:16 84:6 <b>launched</b> 83:23 84:2 <b>law</b> 3:7 81:7,13 81:19,20,24 82:9,14,18,21 82:24 83:3,6 <b>lawrence</b> 87:11 87:18,24 <b>laws</b> 81:21 <b>lawsuit</b> 10:2 101:12 <b>lawyer</b> 8:20 <b>lay</b> 91:17 92:20 <b>layman's</b> 45:23 <b>laymen's</b> 105:24 106:1 <b>lcr</b> 3:17 135:12 135:21 <b>leaders</b> 105:21 131:21 <b>leadership</b> 23:16 73:20 <b>leads</b> 17:22 <b>learning</b> 83:21 <b>leave</b> 7:11 70:12 93:21 <b>led</b> 75:22 <b>leeway</b> 119:23 <b>left</b> 58:17 59:2 <b>legal</b> 81:16 95:1 136:23 <b>level</b> 8:20 9:1,3 9:5 24:12 32:8	38:4 40:4 41:14 42:24 54:8 78:8 79:9 94:5 109:5 109:13 117:22 119:10 122:23 <b>lexicon</b> 59:18 <b>licensed</b> 135:4 135:11,12 <b>life</b> 11:5 56:2 <b>lights</b> 75:22 <b>limited</b> 25:12 <b>line</b> 65:6,8,10 70:5 73:20 93:9 102:2 134:2 <b>link</b> 106:2,7 <b>list</b> 51:5 104:11 121:3 124:3 128:2 <b>litigation</b> 10:21 15:22 <b>litsup</b> 136:15 <b>little</b> 15:19 30:9 35:23 38:13 39:9 50:14 54:8 60:10 76:3 120:20 124:3 <b>llc</b> 3:11 <b>local</b> 109:5 <b>location</b> 58:15 <b>locations</b> 99:7 <b>logo</b> 67:23 <b>long</b> 15:3 19:4 20:11,12,15 27:7 31:8 58:4,5 58:9,9 96:23	<b>longer</b> 23:4 100:18 <b>look</b> 24:4 53:9 71:20 94:15 95:7 97:24 99:3 110:7 111:1 <b>looking</b> 52:23 63:21 80:21 94:12 114:2 <b>looks</b> 110:11 <b>loop</b> 131:6 <b>lost</b> 22:24 <b>lot</b> 46:15 80:19 121:23 <b>lots</b> 30:16 125:22 <b>lower</b> 117:21 <b>lunch</b> 85:15,18 85:19
			<b>m</b>
			<b>m</b> 25:2,3 <b>ma'am</b> 61:13 <b>mad</b> 70:8 <b>made</b> 22:21 23:7,11,16 38:3 41:6 63:19,24 84:5 103:8,10 103:11 130:2 <b>mag</b> 74:18,21,23 74:23 77:15 78:22,23 103:6 <b>mail</b> 31:13 60:14,16 97:11 97:19

[mails - mission]

Page 153

<b>mails</b> 12:21,22 13:6 57:23 60:21,24 <b>main</b> 76:20 128:11 <b>maintain</b> 76:14 81:8 83:8,11,14 84:18 89:17 90:18 91:2,24 94:17 <b>maintaining</b> 83:17 84:1 127:22 <b>make</b> 6:2,4 7:5,9 11:5 15:19 19:24 37:24 38:2 42:7 44:6 53:3 66:20 70:6 72:1 77:2 78:6 85:12,16 108:12 111:3,12 112:20 116:15 132:11 <b>makes</b> 44:19 <b>making</b> 24:12 42:22 67:4,5 <b>mal</b> 128:5 <b>managed</b> 27:2 <b>management</b> 38:17 39:5 41:18 120:21 121:15 131:19 <b>manager</b> 8:16 25:8 39:14,15 41:22,23 85:8 85:10 106:2,19	109:10,22 111:17 112:17 112:18,22 117:21,21 118:6 124:7 <b>manager's</b> 80:22 <b>managers</b> 25:6 37:13 42:4 70:13 108:12 124:12 <b>mand</b> 69:21 <b>manual</b> 121:7,9 <b>march</b> 78:3 79:8 79:10 <b>maribeth</b> 27:17 27:18,21 28:6 28:10,15 <b>mark</b> 51:14 57:18 85:21 96:14 <b>marked</b> 51:16 51:18,23 52:8 60:6,8 85:24 86:4 96:16,24 <b>market</b> 90:20 <b>marketing</b> 33:9 34:24 35:1,10 <b>marking</b> 35:17 <b>martin</b> 35:7 <b>massachusetts</b> 87:6 <b>match</b> 56:24 57:1 64:15 66:21 92:17	93:11,14 <b>matches</b> 91:14 92:1 <b>materials</b> 105:16 <b>matter</b> 15:22 16:3 45:21 56:2 70:20 124:23 <b>mcguire</b> 3:11 <b>mean</b> 12:20 14:2 19:20 32:3 37:11 76:9,13 78:16 87:20 103:21 105:23 106:21 115:1,1 115:3,5 118:6 119:13,16,18 120:8 124:11,22 127:3 129:15 130:4 <b>means</b> 9:14 67:6 80:15 92:20,24 99:19 128:22 132:3 <b>meant</b> 93:4,8 <b>mechanism</b> 47:19 <b>med</b> 128:5 <b>medications</b> 11:4 <b>meeting</b> 15:6 <b>member</b> 39:15 123:9 <b>memory</b> 11:6	<b>memphis</b> 1:17 3:18 135:23 <b>mentioned</b> 27:1 52:7 60:5 81:6 83:5 85:23 96:1 96:15 109:20 <b>menu</b> 124:2 <b>merchandising</b> 51:4 <b>merino</b> 2:7 3:7 <b>message</b> 70:13 <b>met</b> 15:2,5,9 <b>method</b> 38:13 <b>mia</b> 1:11 2:1 5:1 5:14 36:8 61:6 136:1,5 <b>michael</b> 35:22 <b>michigan</b> 87:6 <b>mid</b> 41:1 74:6 128:7 <b>milberg</b> 3:5 <b>mind</b> 94:22 <b>minimum</b> 122:7 123:5 <b>minute</b> 83:17 102:12 113:18 <b>minutes</b> 84:14 85:14,15 <b>missed</b> 21:24 113:6 <b>missing</b> 36:20 <b>mission</b> 53:23 54:5,9 65:18 67:17,21 69:17
--	---	---	---

[mississippi - object]

Page 154

<b>mississippi</b> 2:11	<b>multiple</b> 60:23	<b>neighborhood</b>	49:17 56:16
<b>missouri</b> 25:23	62:11 63:4,24	92:6	86:21 95:8,11
<b>misstates</b> 34:6	<b>n</b>	<b>neighboring</b>	95:24 102:21
62:5 82:24	<b>n</b> 3:2 4:1 25:2	106:24	103:4,18 108:5
101:19	<b>name</b> 5:13 8:12	<b>net</b> 127:6	108:7 113:23,24
<b>misstating</b>	27:3 34:8 36:10	<b>never</b> 129:9	114:12,13,13
126:13	57:23 62:8	<b>new</b> 1:1 2:8 3:8	116:6,8 122:3
<b>mistakenly</b>	63:22 135:13	14:21 32:13	128:2 129:5,22
113:6	<b>names</b> 24:24	42:5 58:24	135:12
<b>model</b> 107:14	<b>nationally</b>	82:14,17,20	<b>numbers</b> 67:12
<b>moment</b> 67:22	103:17	83:3 84:4 87:7	114:4 129:8,18
97:2	<b>nationwide</b>	87:13,18,24	<b>o</b>
<b>monday</b> 129:20	25:11,14 103:10	88:24 89:1 94:9	<b>o</b> 25:3 35:22
<b>money</b> 54:15,22	103:12	112:24 113:2	46:16 75:9
55:4,11 68:5	<b>natural</b> 127:9	117:19 122:23	77:10,15,20
<b>monica</b> 25:2,8	<b>nature</b> 13:6	123:3	78:2,5,8,11,14
<b>month</b> 40:24	31:21	<b>ninety</b> 8:3	78:15,23 79:7
41:4 76:6 78:2	<b>necessarily</b>	<b>nj</b> 3:8	79:11,16,19,20
95:18 96:5	24:13 54:20	<b>non</b> 75:5 119:24	79:21 80:2
132:16	106:21 110:24	124:12	103:5
<b>monthly</b> 74:24	115:20	<b>normally</b> 59:17	<b>o'brien</b> 27:3,18
75:1 76:11	<b>necessary</b> 66:19	<b>north</b> 2:7	28:13 62:8
<b>months</b> 26:13	<b>need</b> 7:7,16 11:8	<b>notary</b> 134:21	<b>o'brien's</b> 27:4
122:3	11:14 39:18	<b>note</b> 1:13 4:6	<b>o'clock</b> 117:17
<b>morning</b> 5:12	42:6 70:14	130:9 136:10	<b>oath</b> 5:16,17
5:17 43:8,13	71:20 73:14,21	<b>notice</b> 2:3 4:4	<b>object</b> 8:23
106:2 118:24	85:14 97:24	29:8,14 30:3	13:13 17:3,19
119:4 124:2	98:13 106:24	51:23 111:16,22	18:8,14,21
<b>mornings</b> 106:7	114:22 121:2,4	113:13 114:5	20:24 22:16
<b>move</b> 21:3 24:1	122:11 129:13	<b>noticed</b> 113:18	23:2,8,23 24:9
24:6 28:9	131:4,5 132:11	<b>notices</b> 96:7	26:11,20 28:3
<b>movies</b> 50:17,17	<b>needed</b> 120:11	<b>noticing</b> 114:23	28:22 29:11
50:24 51:2,10	122:12 129:23	<b>november</b> 41:1	30:5 31:14
<b>moving</b> 23:19	<b>needs</b> 73:8 97:1	<b>number</b> 13:21	32:10,20 33:4
104:4 130:2	106:19	21:5 38:18	34:22 35:5,14

**[object - operating]**

Page 155

37:19 38:6 39:6 39:23 40:12 41:15 42:8,15 43:5,14,24 44:8 44:16 45:10,18 48:10,22 49:21 52:13,20 53:7 53:15 54:1,10 54:16 55:16,23 56:10,14,21 57:6,15 59:3,15 59:23 61:8 62:21 63:15 65:4 66:2 68:13 69:9 71:4,11,17 72:13 73:3,16 74:13 75:3 77:22 78:18 79:14 80:4 81:15 82:1,10 82:15 84:8 85:3 87:14 88:18 89:6,14 90:12 91:9,19 92:12 93:6 95:22 96:10 99:13 100:2,15 101:5 103:1,19 104:15 105:17 106:16 107:8,12 109:15 113:16 115:12 115:22 119:1,11 120:2,16 122:5 123:1,7,16 124:9,19 125:7	125:16 127:1,18 131:16 <b>objection</b> 10:23 11:20 13:2,8 14:5,11 15:23 16:7,13,24 17:8 17:15 18:1 31:19 33:12,18 34:5,6,14 55:6,7 62:6 63:20 81:16 82:23 92:21,23 93:17 93:18 94:23,23 94:24 98:22 100:23 101:18 101:19 108:1 126:12,13 <b>objections</b> 2:16 <b>obvious</b> 73:13 <b>occured</b> 26:14 103:5 131:12 <b>offer</b> 53:17 59:5 <b>offering</b> 80:19 <b>offers</b> 32:3 <b>officer</b> 24:11 <b>oh</b> 9:21 30:19 111:5 112:12 113:4 <b>okay</b> 5:20 6:1 7:24 8:4 9:8,16 10:8,12,20 11:13,15,17,23 12:14,23 13:5 14:2,8,14,19,23 15:8,17 16:5	17:4,23 18:19 19:16,19,22 20:10,21 22:6 22:12,19,24 23:6 24:14,19 25:4,7,16,21 26:3,16 27:4 28:12 29:16 30:2,19 31:6 32:1,5,15 35:1,8 35:11,19 36:12 36:17 37:4,16 38:9 39:3,20 40:17,23 41:4,8 41:9,21 42:12 42:21 45:1,13 46:3,21 47:6,16 47:19,22 48:2 48:14 49:17 50:3,6,18 51:7 53:2,12,20 56:5 58:1 59:1 60:18 61:11,17,22 62:2 64:3,13 65:11 66:8 67:15 68:8 69:13 70:22 71:15,24 72:5 72:18 74:3,16 75:1,14 76:1,13 76:24 77:10,15 78:4 79:2,18 80:1,8,13 81:2 81:13 83:4,20 83:23 84:4 88:6	88:15 89:9,11 91:1 92:6,18 93:12 95:16 96:3,6,13 97:8 97:17,21,22 98:2,12 101:8 102:8,12,20 103:24 104:5,22 105:3 106:11 107:19 108:8 109:3,9 110:8 112:6,12 113:9 113:20 114:11 114:19 115:4,7 115:9,19 116:1 117:13 118:5,10 118:19,22 119:9 119:15,20 120:7 120:13 121:6,13 121:20 122:22 123:21 124:6 128:12 130:7 132:3,8,14,20 133:1 <b>oklahoma</b> 8:18 9:12,15 <b>old</b> 109:7 128:5 <b>olive</b> 2:10 <b>once</b> 38:11 <b>ones</b> 128:11 <b>open</b> 78:24 90:21 <b>operating</b> 86:24 87:9 88:16 120:5
--	---	--	---

## [operation - permanent]

Page 156

<b>operation</b> 20:17 36:24	17:13,17,23 18:2 86:6 87:1,3	<b>packet</b> 78:8 79:22	<b>partner</b> 69:1
<b>operationally</b> 76:17 78:7	87:17,23 88:13 88:17,23 89:1	<b>page</b> 7:17 66:13 66:14 67:10,12	<b>parts</b> 69:1 98:2 108:6 126:19
<b>operations</b> 19:3 19:11,14 20:5 21:12 22:8 24:21 25:6,9 37:7,8,15 45:23 58:14	93:3 101:13 104:13,19 115:21	88:21 98:9,10 98:10 99:3 116:16 121:6,10 128:14 134:2	<b>passing</b> 29:3 <b>past</b> 17:5,10 104:12
<b>opinion</b> 59:20 92:11 94:20	<b>overcharging</b> 56:19,23 57:2 70:24 89:13,20 108:11 115:10	<b>pager</b> 121:11	<b>pause</b> 131:4 133:2
<b>opportunity</b> 59:6	<b>overlooked</b> 85:10	<b>paint</b> 69:11	<b>pay</b> 49:19 52:24 53:10 75:23
<b>opposed</b> 46:19	<b>overpriced</b> 95:17 96:5	<b>paragraph</b> 64:5 64:7	<b>pc</b> 84:20 127:6
<b>order</b> 1:14 7:4,6 68:16,16 117:15	<b>override</b> 111:6 111:8,18,23 112:8,14,19 114:18,20	<b>paren</b> 90:22,23	<b>pdf</b> 34:18,19
<b>org's</b> 21:3	<b>overrides</b> 108:19 110:12 111:2	<b>part</b> 20:22 22:24 37:5,6 57:9 60:14,16 60:21 61:2,4 69:4,4 71:14 75:8,18 78:5 82:6 83:12 85:6 89:16 91:24 95:8 97:11,19 111:9 112:10 125:19 126:15 127:3 132:7	<b>pdf's</b> 35:4
<b>organization</b> 23:14,15	<b>oversee</b> 35:18 35:20	<b>participate</b> 12:23 13:4	<b>pending</b> 11:11
<b>organizationally</b> 85:7	<b>overview</b> 48:24	<b>particular</b> 19:5 25:12 33:24 35:2 38:3 39:3,8 58:19 65:8 73:24 74:5 82:5 82:5	<b>people</b> 12:10 15:1 24:22 26:18 65:1 117:24 125:14 125:22
<b>origin</b> 98:7	<b>owe</b> 71:2		<b>percentage</b> 33:10,16 34:3
<b>original</b> 62:14	<b>own</b> 120:23		<b>perform</b> 116:10
<b>originated</b> 10:3	<b>owned</b> 49:11		<b>performed</b> 60:2 105:20 108:20 121:2
<b>outcome</b> 135:9	<b>p</b>		<b>performing</b> 118:4
<b>outlier</b> 106:22	<b>p</b> 3:2,2		<b>performs</b> 112:18
<b>outside</b> 51:12	<b>p.m.</b> 133:4		<b>perimeter</b> 80:24
<b>overall</b> 21:11 68:19	<b>package</b> 86:20 92:7		<b>period</b> 43:20 96:5 100:20 101:11 104:4
<b>overcharge</b> 77:21 95:14 114:17	<b>packaging</b> 75:15	<b>parties</b> 135:9	<b>permanent</b> 129:14,23 130:1
<b>overcharges</b> 10:22 17:3,7,11			

[permanent - president]

Page 157

<p>130:6,20  <b>perpetual</b> 49:10  127:9  <b>person</b> 22:2  26:17,24 27:16  35:2,21 91:17  117:19 118:1  119:7,9,21  123:19 127:20  <b>person's</b> 92:20  <b>personal</b> 12:18  12:20  <b>personally</b> 13:4  <b>personnel</b> 95:12  <b>perspective</b>  45:22  <b>phone</b> 31:4  49:16,18 50:6,9  50:16 51:2,10  <b>phonetic</b> 8:13  <b>phrase</b> 44:18  46:10  <b>phrased</b> 44:19  <b>pi</b> 86:11  <b>pick</b> 21:23  <b>picked</b> 70:3  <b>picture</b> 24:4  69:8  <b>piece</b> 65:12  <b>pieces</b> 98:3  <b>place</b> 38:11  40:24 79:8 81:8  83:7,11,13  88:12 100:19  101:3 102:23</p>	<p>104:3 118:20  130:5 131:7  <b>placed</b> 57:8  <b>plain</b> 107:17  <b>plaintiffs</b> 1:4  2:3 3:3 16:22  17:3  <b>plan</b> 46:16 75:9  77:10,15,20  78:2,5,8,11,14  78:15,23 79:7  79:11,16,19,20  79:21 80:2  103:5 128:16  130:20  <b>plans</b> 62:16  <b>play</b> 45:12  <b>please</b> 5:12 7:20  11:9 12:11  64:10 65:15  66:18 67:20  68:3 69:14 70:1  70:7 72:21 81:4  109:21  <b>pllc</b> 3:5  <b>plural</b> 29:14  <b>pod</b> 114:3  <b>point</b> 9:18 26:18  26:24 29:14  35:2,12 42:23  66:9,11,12,17  67:16,19 68:2  68:10,17 70:7  73:11 77:17  81:4,6 84:17</p>	<p>97:19 121:24  122:12 130:10  <b>pointed</b> 74:17  77:12 95:20  121:3  <b>points</b> 68:9 69:2  69:3,14 95:13  96:7 121:18,22  121:23  <b>policy</b> 88:3,12  89:21,22,24  90:3,5,11,14,15  90:17 91:4,6,13  94:12,14,16  95:20 96:8,12  112:17,19,21  113:11 118:10  119:21 120:12  126:9 127:15  <b>portal</b> 4:7  <b>portion</b> 70:23  90:2  <b>portions</b> 1:13  <b>pos</b> 40:4 78:17  <b>position</b> 8:14  22:8  <b>possibly</b> 13:24  <b>post</b> 4:7 28:17  28:18,24  <b>potential</b> 127:22  <b>powerpoint</b>  34:19  <b>practice</b> 91:18  94:22</p>	<p><b>practices</b> 90:1,7  91:7 94:15  <b>pre</b> 49:19 74:22  75:16,19,20,21  76:10  <b>predecessor</b>  28:6  <b>preparation</b>  13:19 14:24  61:23 86:10,15  <b>prepare</b> 12:14  12:16  <b>prepared</b> 12:17  61:6,6 74:11  120:5  <b>preparing</b> 13:11  63:2  <b>present</b> 3:13  44:2 61:17  62:10 63:11  <b>presentation</b>  62:1 63:3,6,11  63:14,18 64:23  68:22 69:1  70:23 74:3,5,12  <b>presented</b> 61:15  63:14 67:6  <b>presenter</b> 62:12  63:10 65:22  68:16 71:23  <b>presenters</b>  64:24  <b>president</b> 21:15  21:18 24:21  35:10 58:18,20</p>
---	--	---	--

## [president - product]

Page 158

58:21,23 59:6 <b>presidents</b> 37:14,15 74:2 <b>presume</b> 36:15 <b>pretty</b> 11:14 73:13 <b>prevent</b> 11:3 104:19 <b>previous</b> 108:20 109:23 <b>price</b> 18:7,16,17 29:4,24 37:17 37:24 38:2 39:4 40:3,5,10 41:13 41:24 42:14,17 42:19,20,23 43:1,7,10 44:14 44:21 45:16 46:8 47:20,22 48:3,4,9 49:14 52:12,16,18 53:4,14,18 56:6 56:24 57:11,12 75:22 76:23 78:9 79:20 80:12 89:18,18 90:19,20,20,21 90:22 91:3,4 92:1 93:10,13 93:14 94:18,19 94:20,21 108:19 110:12 114:15 114:17,20 128:18 129:5,13 129:22 130:14	130:18 <b>priced</b> 41:7 66:22 67:8 70:14 75:16,19 75:20,21 76:9 76:10 <b>prices</b> 56:7 64:15 66:5,10 66:19,20 69:7 70:11 79:4,23 82:21,22 92:17 106:14 <b>pricing</b> 10:21 14:22 17:3 23:22 24:8,15 26:10 28:18 29:1,9 30:3 38:18 53:22 57:24 66:7 70:9 70:18,20 72:2,6 72:10 74:18,22 77:1,12 78:12 79:12 81:6,9,14 81:21,24 82:8 82:14 83:6,8,11 83:14,18 84:1 84:19 91:14 95:12 99:5,12 99:24 101:4,13 102:6,17 103:18 104:13 108:10 115:18 117:12 126:18 128:19 128:22 130:22 131:1,2	<b>print</b> 39:13,18 39:19 42:6 44:3 44:5 105:11,16 106:4,20 107:4 107:7 108:21 109:13 110:13 111:22,23 112:24 113:8 114:1,6,7 117:18 122:21 132:4,6 <b>printed</b> 39:22 42:6 43:3 44:12 44:14,15,21 45:4,7,15 46:1 74:22 85:2 106:9,11,18,21 107:2,2 108:13 109:11,24 114:8 114:10 <b>printer</b> 72:20,22 73:9,12,14 85:5 85:6 105:10,16 106:23 107:1,18 107:23,23 108:4 108:5 113:8 <b>printers</b> 73:1,6 84:20 107:7,11 107:20 <b>printing</b> 40:21 41:19 42:13,17 43:18 72:11 106:13 108:23 109:1,2,6,7,12 110:6,8,10	<b>prints</b> 42:2 44:20 109:5 128:10 <b>prior</b> 9:21 20:2 20:4 27:18 29:19 34:6 39:2 62:6 84:11 88:13,17 101:19 126:13 <b>probably</b> 11:13 33:9 35:3 74:11 97:4,13 103:15 <b>problem</b> 42:14 <b>procedure</b> 2:14 87:1 88:16 95:11 120:5 <b>procedures</b> 87:9 95:8 <b>proceeding</b> 7:3 135:5 <b>process</b> 40:3,5 40:20,20,21,23 41:19 78:5 85:7 110:11 113:15 114:1,9 123:23 126:3,6 <b>processes</b> 81:8 83:7,13 113:22 <b>produce</b> 34:20 <b>produced</b> 60:20 60:23 61:1,1 <b>product</b> 18:11 38:3 47:23,24 48:2,3,5 53:5,14 53:18 76:8,10
---	--	--	---



[product - received]

Page 159

79:12,16 95:16 96:4 135:14 <b>product's</b> 90:20 <b>products</b> 38:1 46:18 47:9,10 47:12,16,17,18 47:20 48:8,17 48:19 49:3,3,4 49:15 50:8 51:8 75:2,5,7 92:4 129:3 <b>program</b> 30:11 30:18,21 31:11 31:23 35:13,18 35:20 104:11,17 105:6,6 108:18 118:15 <b>programs</b> 30:22 99:6,10,10,24 100:5 101:11 102:3 104:17,18 104:20 105:1,4 <b>promotion</b> 28:2 28:5 59:7 <b>prompt</b> 122:17 <b>protection</b> 21:7 21:8,10,13,14 21:16 22:3,22 23:12,20 24:2,7 <b>protective</b> 1:14 7:4,6 <b>provide</b> 39:9 51:5 69:18 100:17 105:21	<b>provisions</b> 2:13 <b>public</b> 134:21 <b>purchase</b> 32:7 32:17,19 52:19 <b>purchasers</b> 33:2 33:11,17 34:4 <b>purpose</b> 126:9 <b>pursuant</b> 2:3,12 7:6 <b>push</b> 111:8 <b>put</b> 6:24 31:12 31:17 67:2 101:3 102:12 104:3 110:16,17 <b>q</b> <b>qualified</b> 125:4 <b>qualifies</b> 124:17 <b>qualify</b> 54:4 <b>quantify</b> 29:13 <b>quantity</b> 39:17 <b>quarterly</b> 33:19 33:20 34:11 <b>question</b> 2:17 6:10,10,17 7:20 11:11 15:19 16:15 21:24 26:7 30:2 60:13 61:10 90:3,15 94:6 97:10,14 99:22 115:17 126:4 <b>questioned</b> 94:3 <b>questions</b> 5:21 5:22 6:8 13:11 36:13	<b>quick</b> 7:1 60:13 116:15 117:17 <b>quickly</b> 62:2 73:15 <b>quite</b> 102:21 <b>quote</b> 90:22 <b>r</b> <b>r</b> 3:2 25:3 135:1 <b>rally</b> 70:16 <b>rang</b> 113:19 <b>range</b> 13:24 97:6 <b>rate</b> 17:13 <b>rather</b> 6:11,12 115:21 <b>razor</b> 41:6 43:10,21 111:12 111:13 <b>reach</b> 72:19 73:12,14,21 <b>reached</b> 101:15 <b>read</b> 64:1,10 65:7,15 66:17 67:19 68:3,12 69:13 71:16 77:17 81:4 90:7 90:18,23 134:2 136:9 <b>reading</b> 19:22 91:8 98:20 <b>reads</b> 88:11 90:6 134:2 <b>real</b> 7:1 113:10 <b>really</b> 12:17 23:11 63:2	76:20 98:7 103:22 110:20 120:17 124:15 124:21 <b>reason</b> 70:17 76:20 107:22 136:11 <b>reasonable</b> 32:19,22 56:12 <b>reasons</b> 21:5 45:8 96:1,2 108:5,7 <b>rebecca</b> 27:3,4 27:11,17,18 28:12 62:8,10 62:12,15,16 63:11 <b>rebecca's</b> 28:5 63:22 <b>recall</b> 8:11,12 9:17,24 10:2,4 13:17 16:18,20 31:10 34:1,8 46:8 58:16 64:19 81:11 84:10 86:23 88:20 89:10 100:24 101:7 102:18 103:7,11 103:12 131:20 <b>receipt</b> 136:18 <b>receive</b> 78:21 112:4,7,15 <b>received</b> 37:23 59:5 78:16
--	---	--	--



[received - requirement]

Page 160

112:9 <b>receives</b> 106:7 <b>recent</b> 7:24 8:2 9:20 125:10 <b>recently</b> 87:19 <b>recess</b> 36:1 85:18 <b>recognize</b> 98:2 <b>recollection</b> 68:21 <b>record</b> 5:8,9,13 6:2,5 7:1,8 19:19 21:22 52:6 66:18 67:20 82:12 85:20 135:6 <b>recording</b> 5:22 <b>recovery</b> 128:19 128:22 <b>reducing</b> 103:17 <b>reduction</b> 80:12 <b>refer</b> 49:8 58:23 72:9 <b>reference</b> 67:11 <b>referenced</b> 128:24 136:6 <b>referred</b> 47:2 49:6 <b>referring</b> 30:17 46:12 76:24 88:24 <b>refers</b> 49:9 72:15 <b>reflected</b> 114:15	<b>reflecting</b> 42:13 <b>reformulation</b> 129:3 <b>refresh</b> 60:8 71:20 86:2 <b>regard</b> 74:17 101:4 <b>regarding</b> 88:13 88:23 102:17 <b>region</b> 25:12 <b>regional</b> 37:13 61:16 74:1 <b>register</b> 18:7,16 31:11 40:4,6,15 42:19,24 43:1 43:13 49:12 53:1,11,19 56:6 56:20,23,24 57:12 66:22 69:21 78:17 79:21,24 82:22 89:18 90:21 91:15 92:2,10 93:11,13 94:21 106:15 110:22 119:7 <b>regular</b> 33:20 85:9 107:11 109:6 <b>regularly</b> 47:16 <b>regulatory</b> 86:17 <b>rehearsals</b> 63:24	<b>reinforced</b> 73:21 <b>relate</b> 26:10 <b>related</b> 8:8 10:10,18 12:18 17:6 29:9 37:17 37:23 57:24 70:10 77:5 87:23 88:16 99:11 116:21 135:8 <b>relates</b> 23:22 29:2 40:10 45:16 77:1 86:17 <b>relevant</b> 101:11 104:3 <b>reliable</b> 126:23 <b>rely</b> 42:3 52:18 53:4 67:22 81:18 <b>remember</b> 31:6 31:8,20 33:23 67:5 <b>repair</b> 73:7 <b>repeat</b> 33:2,7,11 33:17 34:3 <b>rephrase</b> 6:13 44:24 94:9 <b>replaced</b> 47:17 <b>replenish</b> 48:20 <b>replenished</b> 46:17 47:8,17 47:18 75:8	<b>report</b> 21:7 22:22 23:19 24:19,20,22 28:13 46:2,6,7,9 46:11,11 65:17 105:13,20 <b>reportables</b> 24:23 <b>reported</b> 22:15 135:6 <b>reporter</b> 1:13 4:6 5:5,6,21 7:12,14,16 135:5,12 <b>reporters</b> 131:5 133:3 <b>reporting</b> 1:16 3:16,17 24:7 135:12,14,22 <b>reports</b> 26:8 46:4 <b>represent</b> 97:6 <b>representative</b> 9:9,11 10:5 <b>represented</b> 11:18 <b>reproduction</b> 135:15 <b>request</b> 113:7 114:6,7 <b>requests</b> 13:1,7 <b>required</b> 101:2 120:13 <b>requirement</b> 118:23
---	---	--	--

## [requirements - scenario]

Page 161

<b>requirements</b> 100:6 125:12 <b>requires</b> 81:14 82:21 127:16 <b>reread</b> 102:2 <b>research</b> 35:16 <b>reserved</b> 2:16 <b>reset</b> 77:20 78:15,16 79:7,7 79:20 114:3 <b>resets</b> 77:16 78:2 <b>resides</b> 46:16 <b>resolved</b> 72:21 <b>resource</b> 106:5 <b>resources</b> 105:13 <b>respectful</b> 36:9 <b>respects</b> 102:5 <b>response</b> 73:6 129:11 <b>responsibilities</b> 23:1 25:11,12 25:15 26:5 127:11,21 <b>responsible</b> 22:3 41:23 106:8 117:16 125:14 <b>responsive</b> 12:24 <b>rest</b> 87:10 <b>restate</b> 16:14 <b>result</b> 77:21 101:15 102:23	103:8 <b>resulted</b> 114:17 <b>results</b> 131:15 <b>retail</b> 21:2 92:14 92:15 <b>return</b> 136:13 136:17 <b>reveal</b> 34:2 <b>review</b> 14:9,16 62:1 86:11,12 89:8 136:7 <b>reviewed</b> 13:18 16:5,12,17 45:3 61:23 62:4 86:9 86:14,19,22 87:2 89:5 <b>reviewing</b> 114:4 <b>revision</b> 84:11 <b>reward</b> 35:13 35:18,20 <b>rewards</b> 30:18 31:22 <b>richmond</b> 3:12 <b>right</b> 5:15 6:7 6:20 10:8 20:21 30:17 33:3,10 42:14 44:7 45:8 45:9 48:17 49:14 51:22 52:5 57:5 58:11 63:1,5 67:12 68:2 69:8 71:10 73:10,15 75:23 76:2 77:17 79:1 80:14 81:2	89:19 90:8,23 91:16 92:4 93:5 93:12 96:9 99:2 102:18 104:23 104:24 106:10 106:15 108:16 109:6,8 111:4 112:2,8,20 116:23 117:24 119:7 121:13 122:2 123:13,24 124:2,24 125:2 128:7 129:7 130:3 132:10 <b>ring</b> 43:22 53:19 110:23,24 <b>ringing</b> 111:16 118:1 <b>rings</b> 18:12,16 111:15 <b>role</b> 91:11,22,24 127:21 <b>room</b> 12:5,10 15:1 <b>roughly</b> 15:3 <b>round</b> 19:5 <b>rule</b> 81:22 <b>rules</b> 2:13 <b>run</b> 110:24  s  s 3:2 25:1 <b>safety</b> 4:5 96:24 98:13,19 117:17 122:16 126:18 127:22 128:15	<b>salary</b> 122:22 <b>sale</b> 42:23 63:18 114:14 <b>sales</b> 76:20 96:4 114:2,5,24 115:8 <b>satisfaction</b> 18:6,23 71:7 <b>satisfied</b> 66:4 <b>satisfying</b> 64:16 64:18 <b>sav</b> 36:4 <b>savaloja</b> 1:11 2:1 5:1,14,15 36:2,4,5,6 136:1 136:5 <b>saw</b> 33:23 <b>saying</b> 24:17 93:15,16 111:21 <b>says</b> 20:23 44:20 67:7 80:13 94:16 95:15 115:7 <b>sbt</b> 49:7 50:9,10 50:12,13,20,20 50:23 51:1,8 <b>scan</b> 49:6 86:18 98:23 113:6 130:17,24 131:9 131:12,15 132:3 <b>scanned</b> 90:22 <b>scanning</b> 131:2 <b>scenario</b> 44:2 78:10 109:20 113:4
--	---	---	---

## [scenarios - shipped]

Page 162

<b>scenarios</b> 129:20	96:22 98:10 106:3 108:13	99:4 <b>sentences</b> 121:4	<b>shared</b> 24:13 33:21 109:24
<b>schedule</b> 119:3	111:14 113:12	<b>separate</b> 87:9	<b>sharing</b> 85:11
<b>schematic</b> 78:9	114:21 128:16	99:22 101:9	110:1
<b>script</b> 4:4 61:14 61:18,19,20 65:23 69:4,5 73:24	130:15 <b>seeing</b> 86:3 114:5 115:7	102:8 114:1 122:19	<b>sheet</b> 134:1 136:11
<b>scroll</b> 98:1	<b>seems</b> 73:13	<b>separately</b> 75:12	<b>shelby</b> 135:3
<b>season</b> 48:19,21	<b>seen</b> 16:2 33:14 45:2 46:10 52:3	<b>series</b> 5:20 120:19	<b>shelf</b> 18:11,17 39:11,12 40:11
<b>seasonal</b> 46:19 46:22 48:2,3,8 48:17 49:4 75:10,13,15,18	52:4 57:22 58:19 84:24 86:6 87:16 97:15,23 129:9	<b>serves</b> 71:10 <b>service</b> 4:5 86:5 <b>services</b> 135:16 <b>serving</b> 54:12 66:6	42:7,20 44:7 52:12,16,18,23 53:4,10 56:7 57:1,3,8,13 64:16 66:5,21 66:23 72:6 74:22 76:7 78:12 82:21 89:17 90:20 91:3,14 92:1,8 93:10,14 94:18 94:20 96:6 111:1,14,24 113:5 114:15 119:19 129:17 130:22
<b>seat</b> 93:1	<b>sees</b> 109:10	<b>session</b> 70:12 82:6	<b>shift</b> 30:8 116:9 116:19 117:1,5 117:14,20 119:3 119:22 120:1,15 121:8 123:15 124:8 126:11 127:17
<b>second</b> 6:23 7:7 9:19 27:10 32:24 62:5 65:12 74:16 108:16,18 131:4	<b>select</b> 14:8,9 <b>selected</b> 14:13 <b>selecting</b> 14:15	<b>sessions</b> 14:24 <b>set</b> 74:18 76:8 76:15,21 77:3,6 78:12,24 79:3,3 79:5,10,22,23 80:2 103:6	<b>shipped</b> 47:13 47:15
<b>section</b> 64:20 75:2,16	<b>sell</b> 48:18 <b>sells</b> 49:19 <b>send</b> 70:13 86:18 113:7 121:11,12 130:24	<b>sets</b> 76:18,22 <b>setting</b> 76:21 77:19 98:15	
<b>sections</b> 74:21 75:12 76:15	<b>senior</b> 19:2,10 20:5,16 22:8 25:5 36:23 37:14 58:18,21 58:22	<b>settlement</b> 100:22	
<b>see</b> 28:8 42:3 43:9 51:16,21 51:22 52:1,2 60:10 62:8 63:12 64:5,8 65:13 66:8,16 67:17 72:3,7,22 74:18 77:13 80:1 81:1 83:15 83:18 84:21 89:2 92:8 95:9	<b>sense</b> 23:16 <b>sent</b> 43:11 121:18 136:14 <b>sentence</b> 64:6 64:10 65:11 72:19 94:16	<b>seven</b> 26:13 117:1,7,17 118:7,24 119:6 121:3 <b>shape</b> 67:23 <b>share</b> 45:20 84:15 100:4	

**[shopping - started]**

Page 163

<b>shopping</b> 56:2	<b>simply</b> 39:11	89:8,11,16 90:5	95:8
<b>shops</b> 69:19	67:6	93:2 95:8	<b>specifics</b> 82:17
<b>short</b> 83:17	<b>single</b> 70:20	<b>sop's</b> 81:7 83:7	82:20 83:2
<b>shortly</b> 60:11	116:19	83:10,13 86:12	103:7 125:3
74:11	<b>singular</b> 26:17	89:5	132:1
<b>shoulder</b> 123:19	<b>sir</b> 11:7 12:8,13	<b>sorry</b> 36:20	<b>speculating</b>
123:19 131:22	15:12 16:1	50:11 70:15	99:17 125:1
131:22	26:13 36:16	81:5 110:18	<b>spelled</b> 35:22
<b>show</b> 65:23	75:24 87:15,15	116:12 128:12	<b>spend</b> 54:15,22
69:20 107:1	116:22	131:10	55:5,11 68:5
<b>showing</b> 44:13	<b>sister</b> 107:3	<b>sort</b> 8:6 10:16	<b>spending</b> 55:21
61:19	<b>sits</b> 21:11	100:21 105:7	55:22 56:4
<b>shows</b> 98:18	<b>sitting</b> 11:24	107:6 125:11,23	<b>spent</b> 131:1
103:23 131:15	12:1 51:7 60:16	<b>sorts</b> 35:4	<b>spreadsheet</b>
131:18	<b>situation</b> 18:3	<b>sound</b> 44:19	131:14
<b>side</b> 6:16 21:19	<b>situations</b> 17:17	<b>sounds</b> 20:10	<b>spreadsheets</b>
22:4 23:15	17:23 111:1	22:12 39:20	60:23
35:17	<b>skills</b> 135:7	62:23 69:6	<b>st</b> 87:11,18,24
<b>siegel</b> 25:1	<b>slide</b> 33:23 61:5	70:22 101:13	<b>stand</b> 74:23
<b>sign</b> 31:10	64:6,20 66:9,11	<b>south</b> 58:24	<b>standard</b> 86:24
124:14 136:12	71:24 81:3	<b>southern</b> 1:1	88:16 120:4
<b>signage</b> 95:13	<b>slides</b> 60:21,22	<b>speak</b> 90:2	<b>stands</b> 47:4
96:9	<b>slot</b> 115:16	104:20 124:11	83:22
<b>signaled</b> 114:20	<b>small</b> 121:3	124:15	<b>start</b> 5:4 20:15
<b>signature</b> 2:19	<b>software</b> 43:12	<b>speaking</b> 69:2	20:19 24:6
133:6 134:18	<b>sold</b> 49:13	<b>special</b> 125:5	38:16,20 39:5
135:21	<b>solution</b> 129:24	<b>specialty</b> 107:6	39:10,16 50:11
<b>signed</b> 31:6,9	130:1	<b>specific</b> 19:8	89:21 113:14
136:20	<b>solutions</b> 136:23	30:2 64:3 65:10	117:7 118:15
<b>signing</b> 41:23	<b>somebody</b> 64:20	68:20 72:1	120:22,23
<b>signs</b> 80:8,15	<b>soon</b> 117:3	74:16 77:11	121:15 122:9,19
81:1	<b>sop</b> 4:5 86:5,13	84:1 87:16,22	124:1
<b>simplistic</b>	86:21 87:4,16	115:20 125:9	<b>started</b> 6:24
120:18,19	87:21,22 88:4,6	<b>specifically</b>	22:7 58:13
	88:8,13,17 89:2	87:17,23 90:5	

[starting - system]

Page 164

<b>starting</b> 69:14 122:22 <b>starts</b> 65:12 66:9 67:16 72:6 72:10 97:6 117:1 <b>state</b> 5:12 8:17 10:2 83:4 91:12 100:20 101:2,16 102:14 135:2,5 <b>stated</b> 89:16 90:9,15 91:1 <b>statement</b> 53:23 56:9 64:14 77:2 81:10,12,23 82:3,8 83:10,12 <b>statements</b> 64:3 68:12 71:16,22 <b>states</b> 1:1 64:7 72:19 77:15 83:5,16 87:5 88:22 90:16 94:13 99:5 102:9 128:15,18 132:23 <b>stating</b> 93:13 <b>stay</b> 59:11 130:5 <b>stayed</b> 59:12 <b>steps</b> 38:5,10,11 39:12 41:12,17 110:7 <b>stick</b> 82:12 <b>sticker</b> 60:4 96:18,21	<b>stop</b> 85:15 <b>store</b> 19:3,11,14 20:5,6,8,17,18 20:23 21:6,12 22:8,9,14,21 23:4,14,19 24:1 24:6,21 25:6,8 26:15,19 27:6 27:19 36:23 37:7,8 38:4 39:2 39:14,15 40:10 41:13,22,23 42:2,4,13,17 43:17 44:3 45:17,23,24 55:1,22 61:5 62:24 65:18 70:13 72:24 78:8,16 79:9,10 80:14,23 84:20 85:9,9 92:7 95:12,18,19,20 96:7 105:11 106:23,24 107:3 108:20 109:3,9 110:14 111:9 112:17 114:8,10 115:2 117:21,24 118:6,8,12,23 122:23 123:22 124:7,12 126:17 127:6 130:17,23 130:24 131:3,8 131:15 132:3,22	<b>store's</b> 57:9 94:12 <b>stores</b> 37:8,17 38:15,19 48:18 54:15 66:22 67:8 68:4 72:19 72:21 73:12,21 77:3 78:21 81:8 83:7,11,13 84:18 85:1 87:6 88:23 89:1 106:3,8 107:22 108:13 110:12 126:5 131:21 132:6 <b>strategic</b> 128:20 <b>street</b> 3:5,12 <b>stress</b> 67:7 85:7 <b>stretch</b> 67:22 <b>stretching</b> 67:24 <b>strive</b> 89:17 91:24 <b>strives</b> 89:12 90:18 94:17 <b>striving</b> 91:2 <b>struck</b> 68:21,21 <b>subject</b> 1:14 15:22 36:14 45:21 124:23 <b>subscribed</b> 134:20 <b>sued</b> 8:7 <b>suggesting</b> 84:24	<b>sullivan</b> 25:2,8 <b>supervisors</b> 15:14 <b>supplies</b> 84:21 <b>supply</b> 29:3 47:14 129:2 <b>support</b> 23:14 73:7 129:21 130:11 <b>supporting</b> 124:1,4 129:16 129:17 130:19 <b>supposed</b> 43:3 76:19 79:8 109:4 <b>sure</b> 9:13 16:16 19:24 29:2 37:6 39:18 50:17 53:3 54:23 64:4 85:12,16 98:7 107:16 111:12 116:16,17 132:11 <b>suspect</b> 11:13 <b>sustain</b> 128:20 <b>swap</b> 133:3 <b>sweep</b> 117:17 122:16 <b>sworn</b> 5:2 134:20 <b>symbolize</b> 67:24 <b>synergies</b> 24:3 <b>system</b> 38:16,17 39:5 41:19 110:11 120:21
--	---	---	--

[system - terms]

Page 165

121:15 131:19 <b>systemically</b> 45:22	131:19 <b>tasks</b> 42:4 121:2 126:22	68:13 69:9 71:4 71:11,17 72:13 73:3,16 74:13 75:3 77:22 78:18 79:14 80:4 81:15 82:1 82:10,15,23 84:8 85:3,13 87:14 88:18 89:6,14 90:12 91:9,19 92:12 92:21 93:6,17 94:1,23 95:4,22 96:10,19,22 97:9,17 98:22 99:13 100:2,15 100:23 101:5,18 103:1,19 104:15 105:17 106:16 107:8,12 108:1 109:15 110:19 113:16 115:12 115:22 119:1,11 120:2,16 122:5 123:1,7,16 124:9,19 125:7 125:16 126:12 127:1,18 131:16 132:11	<b>team's</b> 45:21 <b>teams</b> 37:9,10 37:12,17 131:22 <b>tell</b> 23:6 40:3 52:24 60:19 61:12 80:14,16 80:17 81:19,20 86:22 101:24 104:4 105:1 106:7 <b>telling</b> 62:24 79:9 90:10 101:14 118:7,14 118:16 119:20 <b>tells</b> 39:17 95:19 <b>temporary</b> 76:5 76:5 80:12 130:3 <b>ten</b> 85:14 121:4 <b>tennessee</b> 2:7,10 3:6,18 12:4 135:2,5,11,15 135:23 <b>tenure</b> 58:9 <b>term</b> 30:12 42:18 <b>terminal</b> 113:7 122:18 127:23 <b>terminated</b> 9:6 <b>termination</b> 8:9 <b>terms</b> 2:13 45:23 72:2 91:12 105:4,24 106:1 107:3 124:21 126:17
<b>t</b>	<b>tax</b> 69:20		
<b>t</b> 25:3,3 135:1,1 <b>take</b> 11:8,10,14 24:2 41:12 75:11 79:8 89:23 97:4,23 110:13 111:14 121:5 131:7 133:2 <b>taken</b> 2:1,12 105:9,12,19 108:10 128:2 <b>takes</b> 111:18 114:9 <b>talk</b> 15:13 75:11 84:18 102:13 <b>talked</b> 10:8 15:21 72:9,16 91:5 105:9 110:10 120:20 122:15,15 128:9 128:10 <b>talking</b> 38:13 48:8 73:19 104:1 116:19 131:8 132:12 <b>talks</b> 71:24 <b>task</b> 38:17,20 41:18,18 42:10 117:8 120:21,22 121:15 122:4,9 122:20 124:3,14	<b>taylor</b> 2:9 3:11 6:23 8:23 10:23 11:20 12:6 13:2 13:8,13 14:5,11 15:8,23 16:7,13 16:24 17:8,15 17:19 18:1,8,14 18:21 20:24 22:16 23:2,8,23 24:9 26:11,20 28:3,22 29:11 30:5 31:14,19 32:10,20 33:4 33:12,18 34:5 34:14,22 35:5 35:14 37:19 38:6 39:6,23 40:12 41:15 42:8,15 43:5,14 43:24 44:8,16 45:10,18 48:10 48:22 49:21 50:19 52:13,20 53:7,15 54:1,10 54:16 55:6,16 55:23 56:10,14 56:21 57:6,15 59:3,15,23 60:12,18 61:8 62:5,21 63:15 63:20 65:4 66:2	68:13 69:9 71:4 71:11,17 72:13 73:3,16 74:13 75:3 77:22 78:18 79:14 80:4 81:15 82:1 82:10,15,23 84:8 85:3,13 87:14 88:18 89:6,14 90:12 91:9,19 92:12 92:21 93:6,17 94:1,23 95:4,22 96:10,19,22 97:9,17 98:22 99:13 100:2,15 100:23 101:5,18 103:1,19 104:15 105:17 106:16 107:8,12 108:1 109:15 110:19 113:16 115:12 115:22 119:1,11 120:2,16 122:5 123:1,7,16 124:9,19 125:7 125:16 126:12 127:1,18 131:16 132:11 <b>team</b> 23:16 24:3 39:15 40:8,19 42:22 70:15,15 84:15 123:9 124:22 125:12	

[terms - tpr]

Page 166

129:13 131:10 <b>territories</b> 58:22 <b>testified</b> 5:3 9:20 <b>testify</b> 104:22 <b>testifying</b> 5:18 11:4 <b>testimony</b> 34:6 37:23 62:6 101:19 126:13 136:9,18 <b>thankfully</b> 107:21 <b>theft</b> 135:16 <b>theme</b> 68:19 <b>thing</b> 7:7 44:7 64:1,7,11 74:16 77:11 100:10 105:7 108:9 110:21 117:10 122:16 125:4 127:5 130:3 <b>things</b> 7:1 29:1 29:24 30:10,16 30:23 31:12,21 32:7 33:10 60:24 67:11 72:1 111:7 117:15,16 127:8 129:12 <b>think</b> 7:7,18 9:21 11:16 13:22 15:4 21:24 22:6 23:18 24:1	27:10 29:18,21 31:20 35:20 36:9,22 37:22 39:8 50:7 52:9 56:1,16 57:11 58:6 61:4 65:2 67:17,21 68:17 73:18 76:11 77:10 80:7,18 81:2 82:3 89:4 94:2 96:17 99:18 103:14 104:17,23 105:6 109:21 117:23 121:1 122:14 127:5,6,7,24 128:9 130:8,17 131:10 132:2 <b>thinker</b> 59:18 <b>thinks</b> 43:21 <b>third</b> 77:11 84:17 115:9,14 <b>thirty</b> 14:3,3 <b>thought</b> 50:22 53:3 56:7 110:23 111:5 116:12 <b>thread</b> 61:2 <b>three</b> 15:4 17:5 17:10 83:17 84:13 93:18 101:12 104:5,7 104:13 111:5 113:23,24 114:13,13	<b>tie</b> 127:9 <b>time</b> 10:14,19 11:9 22:12,19 29:5,20 33:20 43:2 45:16 58:14 65:23 76:15,22 77:3,6 77:16,20 78:17 81:20 83:23 84:2 85:2 94:10 97:24 98:16 100:20 101:11 104:3 105:9 113:10 114:3 121:12 122:12 123:19 125:4 130:10,20 131:1 133:4 136:19 <b>timeframe</b> 136:8 <b>timely</b> 42:6 45:4 72:11 <b>times</b> 60:24 63:5 93:18 <b>timing</b> 103:5 <b>title</b> 19:1,2,4,6,8 19:8,17 20:2,4 20:16,20,23 22:13 27:5,8,9 27:13,14,17,24 35:9 36:18,23 37:1,3,5,7 46:6 46:9 58:16 <b>titled</b> 64:5 86:5	<b>titles</b> 20:12 25:4 <b>tn</b> 1:17 <b>today</b> 5:21 6:2,9 7:20 8:1,2 11:4 12:15 13:19 14:16,18,20 15:1 38:11 40:24 51:7,24 52:3,4 60:17 61:24 70:4 108:11 <b>today's</b> 12:16 41:1 <b>told</b> 42:21 120:8 123:11 <b>toner</b> 85:5 108:6 <b>tony</b> 25:2,5 <b>took</b> 5:16 88:6 102:23 118:16 130:13 <b>tool</b> 106:4 130:10 <b>toolbox</b> 130:11 <b>tools</b> 83:15 84:17 124:1 127:12 <b>topic</b> 14:17,20 14:21 <b>total</b> 14:4 56:6 69:23 <b>touch</b> 59:11,12 <b>towards</b> 65:23 65:23 <b>tpr</b> 80:8
--	---	--	--



[tpr's - unprecedented]

Page 167

<b>tpr's</b> 80:11 <b>track</b> 13:20 32:18 45:3,6,15 55:21 56:3 69:19 <b>trade</b> 49:6 90:1 90:7 91:7 94:14 <b>trained</b> 80:23 <b>training</b> 61:15 83:15 84:17 120:13 122:11 122:12 123:12 123:13,18 125:5 <b>transcript</b> 1:13 19:23 135:6,14 136:6,20 <b>transcripts</b> 7:3 <b>transfer</b> 135:15 <b>transition</b> 26:14 <b>transitioned</b> 27:11 <b>translate</b> 91:22 <b>trees</b> 46:20 <b>trent</b> 3:11 12:6 60:17 97:14 <b>true</b> 28:15,16 135:6 <b>trustworthy</b> 126:23 127:15 <b>truthfully</b> 11:4 <b>try</b> 6:3,7 20:12 23:21 51:21 55:20 105:3 <b>trying</b> 36:8 53:5 69:6,11 70:23	77:1 94:9,11 114:11 <b>tuesday</b> 38:23 39:1,21 41:20 42:5 43:2,8,13 46:8 72:12,15 106:13 109:4 110:14 111:9 112:21 116:5,7 116:9 117:2,3,5 117:9,10,11,12 117:20 118:24 119:4 120:1,15 120:22 121:8,12 121:18,19,21,24 122:4,14,18,20 123:14,22 124:2 124:8,13 125:15 126:11,19 127:17 128:11 129:10 130:12 131:2 <b>tuesdays</b> 39:10 118:8 119:22 <b>turn</b> 98:8 113:4 128:12,14 <b>turned</b> 46:1 <b>turning</b> 97:3,5 <b>twelve</b> 41:7 <b>twenty</b> 13:23,24 <b>twice</b> 92:22 <b>two</b> 10:9 15:1 19:23 23:17 51:9 58:22 69:14 70:1	75:11 87:6 96:1 104:1 114:12 117:16,24 118:8 118:23 119:4 122:14 <b>type</b> 8:4 15:18 50:8 100:9 110:9 <b>types</b> 34:16 46:18,22 49:15 111:7 <b>typical</b> 26:6 53:13 124:6 125:23 <b>typically</b> 34:17 48:18,18 50:1,2 75:13,15 110:6 114:13 129:18	113:12 128:18 <b>undergraduate</b> 25:19 <b>underneath</b> 99:4 <b>understand</b> 5:16,19,23 6:11 8:19 9:13 76:16 77:10 80:7 81:3 92:24 100:11,14 111:12 114:12 125:2 <b>understanding</b> 8:21 9:1,4,5 16:21 17:2 32:9 32:12,14 33:15 91:17 92:19,20 110:2 <b>understands</b> 70:18 <b>understood</b> 6:18 9:19 20:1 93:5,8 98:6 128:1 <b>unfair</b> 18:13,19 89:24 90:7 91:7 94:14 <b>unique</b> 84:5 <b>united</b> 1:1 87:5 132:23 <b>unprecedented</b> 29:1,5,24 129:4 129:12,22 130:18
		<b>u</b>	
		<b>u</b> 25:2 <b>ug</b> 6:4 <b>uh</b> 6:3 62:9 104:6 <b>ulster</b> 87:11,18 87:24 88:24 89:1 <b>umbrella</b> 21:12 <b>unacceptable</b> 17:13 <b>unauthorized</b> 135:15 <b>under</b> 35:24 51:24 64:5,20 66:9,11 71:24 83:15 84:17	



[unreasonable - witness]

Page 168

<b>unreasonable</b> 53:4	<b>vermont</b> 100:20 101:2,16 102:14	<b>w</b>	46:22,23 51:16
<b>uploaded</b> 4:6	102:16,21,24	<b>w</b> 25:3	86:4 105:5,9
<b>upper</b> 67:6	103:3,10 104:9	<b>wage</b> 123:6	112:3 113:22
<b>use</b> 31:22 32:1,2	<b>version</b> 61:14	<b>wait</b> 62:5 112:7	122:15,15
79:6 129:5	61:20,21 62:20	112:15 113:18	129:13
<b>used</b> 63:1,14	62:24 63:13,21	<b>waits</b> 79:10	<b>wednesday</b>
136:20	63:23 84:11	<b>waived</b> 2:15,20	106:2,6,12,19
<b>uses</b> 32:16	<b>versus</b> 132:12	133:6	108:14 112:15
<b>using</b> 61:17	<b>vice</b> 21:15,18	<b>walk</b> 38:4,10	<b>week</b> 39:22
<b>usually</b> 7:11	24:21 35:10	54:14 55:3,22	43:19,20 44:3,6
86:20 105:6	37:14,14 58:20	56:2 68:4,6,18	78:20 108:21,22
<b>utilized</b> 130:16	58:21,23 59:6	77:24 80:13,23	109:10,23
<b>utilizing</b> 127:23	74:1	123:23	110:12 112:8,16
<b>v</b>	<b>video</b> 120:24	<b>want</b> 19:23	118:17,19
<b>v</b> 136:4	121:1	36:12 41:5 50:9	129:19 130:13
<b>validating</b> 131:2	<b>videoconferen...</b>	53:2,18 76:18	130:16 131:1,11
<b>validation</b>	2:5	76:21 86:2 97:9	131:12,21 132:9
131:24 132:2	<b>videographer</b>	104:10 110:20	132:15
<b>variety</b> 54:19	5:5,7	126:19,21	<b>weekly</b> 38:12,21
<b>various</b> 57:23	<b>view</b> 51:17 60:8	<b>wanted</b> 6:24	38:22 47:18
99:24	<b>violation</b> 106:12	<b>wanting</b> 127:14	80:20
<b>vary</b> 82:4	120:12 135:15	<b>wants</b> 111:3	<b>weeks</b> 122:3
<b>vehicle</b> 38:18	<b>violations</b> 99:5	<b>watching</b> 70:6	131:11 132:8
<b>vendor</b> 49:11,17	99:6,11 100:1	<b>way</b> 10:17,21	<b>went</b> 28:10 32:5
49:19 50:1	101:13 102:6,17	17:21 29:7 43:4	37:2 41:17
<b>vendors</b> 29:3	103:18 104:14	44:19 47:23	63:23 88:9
47:1,6 129:6	<b>virginia</b> 3:12	48:4,6,21 49:23	107:23 118:20
<b>venued</b> 9:12,13	<b>vise</b> 58:18	50:4 54:20	<b>westminster</b>
<b>verify</b> 136:9	<b>visible</b> 29:22,23	60:20 84:12	25:19,21
<b>veritext</b> 1:16	39:1,17 42:1	94:9 97:15	<b>wheel</b> 60:10
3:17 4:6 135:22	<b>visits</b> 86:17	109:19 114:7	<b>whitmore</b> 25:3
136:14,23	<b>volume</b> 133:4	129:16,17,21	<b>wide</b> 54:19
<b>veritext.com</b>	<b>vs</b> 1:5	130:19 135:9	113:22
136:15		<b>we've</b> 10:8	<b>witness</b> 2:8,19
		35:23 37:22	50:22 94:2

[witness - zoom]

Page 169

132:13 136:8,10 136:12,19 <b>wolf</b> 1:3 136:4 <b>wondering</b> 55:2 107:19 <b>woods</b> 3:11 <b>word</b> 19:13 46:12 48:15 59:17 67:2 92:19 121:4 129:5 <b>words</b> 27:1 68:17 91:22,23 <b>work</b> 43:4 58:2 73:2 76:2 105:19 109:19 110:6 116:24 135:14 <b>workday</b> 26:6 <b>worked</b> 58:3,5 68:7 125:19 <b>workers</b> 15:14 15:21 <b>working</b> 57:20 72:22 73:9 84:19 85:5 105:15 106:23 108:6 127:11 131:22 <b>works</b> 48:21,24 49:24 50:5 92:14 109:18 <b>world</b> 29:2 107:21	<b>wow</b> 7:24 <b>writ</b> 93:3 <b>write</b> 66:24 68:8 68:10 81:10 <b>writing</b> 117:9 <b>written</b> 13:11 71:23 <b>wrong</b> 16:23 48:12 92:16 109:22 110:3 <b>wrongly</b> 9:6 <b>wrote</b> 65:3,10 65:20 81:11 <b>wrung</b> 66:21 <b>x</b> <b>x</b> 4:1 18:11 <b>y</b> <b>yeah</b> 24:17,18 30:13 55:18 71:21 98:1,8 110:1 128:5,8 132:6,13 <b>year</b> 19:9,18,20 22:14 26:17 27:12 29:17 41:2 74:7,8,12 83:24 84:3,7 116:4 117:4 118:21 129:12 131:11,11,13 132:12,12,15,18 132:19,21 <b>years</b> 9:23 17:5 17:10 19:23	29:7 58:8 101:12 102:21 103:4,15 104:5 104:7,13 129:8 <b>yellow</b> 96:17 <b>yesterday</b> 15:7 <b>york</b> 1:1 14:21 58:24 82:14,17 82:21 83:3 87:7 87:13,18,24 88:24 89:1 122:24 123:3 <b>z</b> <b>zach</b> 67:5 <b>zip</b> 31:18,21 <b>zoom</b> 2:5,6 21:21
---	---	--

Federal Rules of Civil Procedure

Rule 30

(e) Review By the Witness; Changes.

(1) Review; Statement of Changes. On request by the deponent or a party before the deposition is completed, the deponent must be allowed 30 days after being notified by the officer that the transcript or recording is available in which:

(A) to review the transcript or recording; and

(B) if there are changes in form or substance, to sign a statement listing the changes and the reasons for making them.

(2) Changes Indicated in the Officer's Certificate. The officer must note in the certificate prescribed by Rule 30(f)(1) whether a review was requested and, if so, must attach any changes the deponent makes during the 30-day period.

DISCLAIMER: THE FOREGOING FEDERAL PROCEDURE RULES ARE PROVIDED FOR INFORMATIONAL PURPOSES ONLY.

THE ABOVE RULES ARE CURRENT AS OF APRIL 1, 2019. PLEASE REFER TO THE APPLICABLE FEDERAL RULES OF CIVIL PROCEDURE FOR UP-TO-DATE INFORMATION.

VERITEXT LEGAL SOLUTIONS

COMPANY CERTIFICATE AND DISCLOSURE STATEMENT

Veritext Legal Solutions represents that the foregoing transcript is a true, correct and complete transcript of the colloquies, questions and answers as submitted by the court reporter. Veritext Legal Solutions further represents that the attached exhibits, if any, are true, correct and complete documents as submitted by the court reporter and/or attorneys in relation to this deposition and that the documents were processed in accordance with our litigation support and production standards.

Veritext Legal Solutions is committed to maintaining the confidentiality of client and witness information, in accordance with the regulations promulgated under the Health Insurance Portability and Accountability Act (HIPAA), as amended with respect to protected health information and the Gramm-Leach-Bliley Act, as amended, with respect to Personally Identifiable Information (PII). Physical transcripts and exhibits are managed under strict facility and personnel access controls. Electronic files of documents are stored in encrypted form and are transmitted in an encrypted

fashion to authenticated parties who are permitted to access the material. Our data is hosted in a Tier 4 SSAE 16 certified facility.

Veritext Legal Solutions complies with all federal and State regulations with respect to the provision of court reporting services, and maintains its neutrality and independence regardless of relationship or the financial outcome of any litigation. Veritext requires adherence to the foregoing professional and ethical standards from all of its subcontractors in their independent contractor agreements.

Inquiries about Veritext Legal Solutions' confidentiality and security policies and practices should be directed to Veritext's Client Services Associates indicated on the cover of this document or at [www.veritext.com](http://www.veritext.com).

1 UNITED STATES DISTRICT COURT  
2 FOR THE SOUTHERN DISTRICT OF NEW YORK

3  
4 JOSEPH WOLF, CARMEN WOLF,  
5 ON BEHALF OF THEMSELVES AND THOSE  
6 SIMILARLY SITUATED,  
7 Plaintiffs,  
8 v. Case No. 7:23-cv-00558-PMH  
9 Dollar General CORPORATION,  
10 DOLGEN NEW YORK, LLC D/B/A  
11 DOLGEN, DOLGENCORP OF TEXAS,  
12 INC., INDIVIDUALLY, JOINTLY,  
13 SEVERALLY, OR IN THE ALTERNATIVE,  
14 Defendants.

15 DEPOSITION

16 OF

17 MIA SAVALOJA

18 December 14, 2023

19 VOLUME II

20  
21 ALPHA REPORTING, A VERITEXT COMPANY  
22 236 Adams Avenue  
23 Memphis, TN 38103  
24 901-523-8974

1           The deposition of MIA SAVALOJA is  
2   taken on this, the 14th day of December, 2023,  
3   on behalf of the Defendant, pursuant to notice  
4   and consent of counsel, beginning at  
5   approximately 2:30 p.m.

6           This deposition is taken pursuant to  
7   the terms and provisions of the Federal Rules  
8   of Civil Procedure.

9           All forms and formalities, including  
10   the signature of the witness, are not waived,  
11   and objections alone as to matters of  
12   competency, irrelevancy and immateriality of  
13   the testimony are reserved to be presented and  
14   disposed of at or before the hearing.

15  
16  
17  
18  
19  
20  
21  
22  
23  
24

A P P E A R A N C E S

FOR THE PLAINTIFF:

Javier L. Merino, Esq.  
THE DANN LAW FIRM. PC  
1520 U.S. Hwy. 130 - Suite 101  
North Brunswick, NJ 08902  
Adam A. Edwards, Esq.  
MILBERG COLEMAN BRYSON  
PHILLIPS GROSSMAN, PLLC  
800 S. Gay Street, Suite 1100  
Knoxville, TN 37929  
(865) 247-0080  
aedwards@milberg.com

FOR THE DEFENDANT:

Trent Taylor, Esq.  
MCQUIRE WOODS  
800 Canal Street  
Richmond, Virginia 23219

Also Present:  
Kelly Collier

COURT REPORTING FIRM:

ALPHA REPORTING, A VERITEXT COMPANY  
DANA MAY WEBB, COURT REPORTER  
236 Adams Avenue  
Memphis, Tennessee 38103  
(901) 523-8974



1  
2  
3  
4  
5  
6  
7  
8  
9  
10  
11  
12  
13  
14  
15  
16  
17  
18  
19  
20  
21  
22  
23  
24

I N D E X  
EXAMINATION INDEX

MIA SAVALOJA

DIRECT BY MR. EDWARDS 141

EXHIBIT INDEX

MAR

Exhibit

Exhibit 5 Data sheet 152

Exhibit 6 Inspection report 166

Exhibit 7 E-mail 169

Exhibit 8 Inspection report 173

Exhibit 9 Violation notice 179

Exhibit 10 E-mail 181

Exhibit 11 E-mail 190

Exhibit 12 E-mail 194

Exhibit 13 E-mail 198

Exhibit 14 E-mail 206

Exhibit 15 (SKIPPED EXHIBIT NUMBER) 216

Exhibit 16 E-mail 216

Exhibit 17 Spreadsheet 230

Exhibit 18 Duplicate of Exhibit 17 234

Exhibit 19 Report 234

1 MIA SAVALOJA,  
2 having been first duly sworn, was examined and  
testified as follows:

3  
4 DIRECT EXAMINATION

5 BY MR. EDWARDS:

6 Q. All right. We are back. I wanted to  
7 follow up with you about the week 53 fiscal  
8 year 2022 store wide pricing audit. You told  
9 me this would have been -- this would have  
10 actually occurred in the first calendar week  
11 of 2023, correct?

12 MR. TAYLOR: Objection, misstates the  
13 prior testimony I think but you can answer.

14 A. It did occur -- let me confirm that  
15 it did occur in fiscal week 53. Which  
16 would -- which would for us -- and I don't  
17 have a fiscal calendar in front of me, but  
18 would have been the last week in January.

19 BY MR. EDWARDS:

20 Q. Would have been the last week in  
21 January?

22 A. The last fiscal week would have  
23 been -- in the last week in January.

24 Q. Okay. So like -- okay, I understand.

1 And every store participated in this audit?

2 A. Every store participated.

3 Q. And every item was checked on the  
4 shelf?

5 A. Every -- we chose -- we wanted the  
6 stores to do every item possible but at the  
7 same time we chose all of the large categories  
8 as these are the must do. As part of your all  
9 store scan, insure these. And then it was a  
10 list of very large categories.

11 Q. Okay. And do you have any idea of  
12 how many products would have been included on  
13 the big list of categories?

14 A. Gosh. You know, at the time that we  
15 were putting it together we did -- we did look  
16 at it, and I just -- I don't recall the  
17 number.

18 Q. Did it include all core products?

19 A. It did, yes.

20 Q. Okay. So you're talking about  
21 potentially thousands of products?

22 A. Yes.

23 Q. Okay. And you told me earlier in  
24 terms of results, store-by-store results, that

1     there would be -- there would be a record of  
2     label changes following that big audit at the  
3     beginning of 2023, correct?

4             MR. TAYLOR: Objection to form. You  
5     can answer.

6             A.     There -- as part of that activity --  
7     if I were performing that activity I scanned a  
8     price, the price wasn't correct, then I  
9     would -- I would have to print the label.  
10    There are two ways that stores can print  
11    labels. They can print an entire plan-o-gram.  
12    And stores may have chosen I'm going to first  
13    start off by working the coolers and the  
14    freezers. And you know what, I'm just going  
15    to print the plan-o-gram and print all of the  
16    labels and do it that way.

17    BY MR. EDWARDS:

18            Q.     I'm wondering though, other than  
19    counting up the number of labels printed, if  
20    there was anything else recorded data wise?  
21    For example, you know, there was 75 percent  
22    accuracy when we did our audit or any sort of  
23    list of products that were -- that were  
24    mispriced?

1 MR. TAYLOR: Objection to form. You  
2 can answer.

3 A. As part of my role as a, you know,  
4 store ops communications senior director, I  
5 don't have knowledge. That is not to say it  
6 wasn't done. I don't know.

7 BY MR. EDWARDS:

8 Q. So sitting here today, you're not  
9 able to point to any sort of document or  
10 compilation of data at all which would verify  
11 the results of any of those audits that took  
12 place fiscal year 53 of 2022?

13 MR. TAYLOR: Objection to form. You  
14 can answer?

15 A. Sitting here today, I've stated data  
16 was pulled to review the number of labels that  
17 they printed. That data -- that data was  
18 pulled and created as a report. So there  
19 was -- I'm aware of that effort. Were there  
20 efforts after that, it's just not -- it's not  
21 part of my role.

22 BY MR. EDWARDS:

23 Q. Okay. So you're telling me there  
24 is -- there is a report, as you called it,

1     which sets forth how many labels were printed  
2     by each store as a result of this week 53  
3     audit?

4           A.     There was a report. I can't speak to  
5     the specifics this is exactly what the report  
6     had, but it was basically a participation  
7     report in terms of the number of labels they  
8     printed.

9           Q.     Okay. And what was -- would you call  
10    this report anything specific if you wanted --  
11    if you wanted to ask for it, what would you  
12    call it?

13          A.     I really -- I really don't -- I don't  
14    recall and you know -- I would think that  
15    after an event like this, we would call it  
16    with the name of the event. And, you know,  
17    that's typically what -- you know, as a part  
18    of the process when there is a process from  
19    end to end, but the report at the end would  
20    have included the name of the event in it.

21          Q.     Okay. So after this big audit event  
22    takes place that we've been discussing, this  
23    store wide event in January of 2023, is it  
24    after that, that these measures were put into

1 place? These 4 measures that we talked about  
2 to address the overcharging issues we've been  
3 discussing?

4 MR. TAYLOR: Objection to form. You  
5 can answer?

6 A. Those -- those measures were put in  
7 place at various times. And so, for  
8 example -- and I don't have exact recall of  
9 the exact dates of every single one, but, you  
10 know, some of them -- so, for example, the  
11 compliance Tuesday. It started in fiscal  
12 week -- I believe it was fiscal week 52 that  
13 it started as, you know, a permanent go  
14 forward program.

15 BY MR. EDWARDS:

16 Q. That would also be in January of  
17 2023?

18 A. It would.

19 Q. Okay.

20 A. It would. The forced print label  
21 program, I can share with you that that  
22 program started sometime in January. Because  
23 as we were experiencing -- and December really  
24 capped it off in terms of the number of price

1 increases -- as we were experiencing this we  
2 would continually work to solve, you know,  
3 really sustainable solutions. And so, for  
4 example, the force print one took IT work.  
5 And so that one, I believe, was -- it was live  
6 sometime in late January as well.

7 Q. Of 2023?

8 A. Of -- of 2022.

9 Q. January of 2022?

10 A. The force -- the force print label  
11 was developed as part of the permanent  
12 sustainable solutions. And -- and so we've  
13 been doing that force print since early --  
14 early in the year. It may have been as late  
15 as March that that launched.

16 Q. Of 2022?

17 A. Of 2022. I'm sorry, 2023. Sorry,  
18 sorry, sorry.

19 Q. Okay. It sounds like everything  
20 we're talking about at this point was in early  
21 2023?

22 A. That's right.

23 Q. Okay.

24 A. And it really started at the end of



1 the year. I'm thinking '22 only because  
2 January is '22 to us as part of our fiscal  
3 year.

4 Q. Got it. So with those four action  
5 items implemented to address overcharging,  
6 what have you seen at Dollar General which  
7 would allow the company to assess the  
8 effectiveness of these four action items in  
9 terms of addressing overcharges?

10 MR. TAYLOR: Objection to form. You  
11 may answer.

12 A. I was -- I mean, short answer is:  
13 That's not in my area. I had compliance for a  
14 short time at the beginning of the year after  
15 having had it for a while. And so while I had  
16 heard anecdotally that there has been  
17 improvement, I'm not part of the group that  
18 would be reporting out on that or be receiving  
19 it, because it's compliance related.

20 BY MR. EDWARDS:

21 Q. So you lost -- to go back for a  
22 second to confirm, you lost compliance as part  
23 of your job responsibilities in May of 2023?

24 A. End of April, yeah. It was May 1st

1 that the change was made.

2 Q. Okay. So you're not privy to any  
3 sort of data showing whether these action --  
4 four action items you laid out have been  
5 effective in addressing overcharges?

6 MR. TAYLOR: Objection to form. You  
7 can answer.

8 A. I am not -- I am not privy.

9 BY MR. EDWARDS:

10 Q. Who's the best individual or  
11 individuals which would have -- have the  
12 answers to, you know, being able to assess how  
13 effective these measures have been?

14 MR. TAYLOR: Objection to form. You  
15 can answer.

16 A. You know, I -- there is a -- there is  
17 a decision science, slash, business analytics  
18 team that supports store operations and I  
19 would imagine it would be that team, if I had  
20 to say.

21 BY MR. EDWARDS:

22 Q. Can you give me a name of a person?

23 A. That is -- the person that supports  
24 store operations, his name is Daniel Blaich,

1 B-L-A-I-C-H.

2 Q. Okay.

3 A. But there are also a number of  
4 analytical resources within store ops, but  
5 Daniel would be the support person from the  
6 business analytics team.

7 Q. Okay. So sitting here today you  
8 don't know how effective any of these four  
9 action measures have been?

10 MR. TAYLOR: Objection to form.  
11 Objection; asked and answered. You can answer  
12 again.

13 A. No, sir, I don't. It would only be  
14 anecdotal, you know, water cooler hallway  
15 conversation.

16 BY MR. EDWARDS:

17 Q. Okay. Have you seen charts or graphs  
18 or data in any sort of format which lays out  
19 the percentage of stores by states, for  
20 example, which have failed government audits  
21 and been fined?

22 A. I have, in my prior role, seen that,  
23 yes.

24 Q. We're still on Exhibit 4 I think. If

1 you would flip forward a few pages to the  
2 document that ends in 2043 and I'll ask you  
3 about that?

4 A. Okay.

5 Q. Just let me know when you're there?

6 A. Okay. I have it up.

7 Q. Okay. It's a map of the US and it's  
8 labeled year-to-date pricing violation with  
9 fines. Do you see that?

10 A. I do see that.

11 Q. And is it has a list of states  
12 starting with Utah down through Florida?

13 A. I do.

14 Q. Do you see that?

15 A. It's a bit grainy, but I do see it.

16 Q. Okay. Is -- is that -- first of all,  
17 do you know who prepares this document?

18 A. I do not know who prepared that  
19 document.

20 Q. Okay. Do you know who aggregates the  
21 data generally? Like what department would be  
22 responsible for aggregating this data?

23 A. It would either be store operations  
24 or it would be the business analytics team

1 that I mentioned earlier.

2 Q. Well, if it was store operations that  
3 would be you, right?

4 A. I'm store operations communications.  
5 I don't have a data arm in my group.

6 Q. All right. You see there that for  
7 New York, the third one down the store count  
8 is 569?

9 A. Okay.

10 Q. Does that sound about right? Do you  
11 think that's still accurate?

12 A. I don't have any way of knowing if  
13 that number is accurate.

14 Q. All right. And then 11.78 percent of  
15 stores year-to-date at the time of this  
16 document had pricing violations with fines.  
17 Is that how you read the document?

18 A. Yes, according to headers that would  
19 be how I would interpret the document.

20 Q. Okay.

21 MR. EDWARDS: Go ahead and mark the  
22 next exhibit, which I think will be Exhibit 5.

23 (WHEREUPON, THE ABOVE-MENTIONED  
24 DOCUMENT WAS MARKED AS EXHIBIT NO. 5 TO THE

1 TESTIMONY OF THE WITNESS, AND IS ATTACHED  
2 HERETO.)

3 BY MR. EDWARDS:

4 Q. Just let me know when this pulls up?

5 A. Will do. Turning wheel at the  
6 moment. Okay, it's up.

7 BY MR. EDWARDS:

8 Q. I'm not asking you necessarily yet  
9 about this document specifically, but I'm  
10 wondering if you're familiar with documents  
11 like this from weights and measures in New  
12 York? Have you seen documents like this  
13 before where the county is reporting the  
14 results of inspections?

15 MR. TAYLOR: Objection to form. You  
16 can answer.

17 A. From my time in store compliance,  
18 yes, I have seen those types of documents.

19 BY MR. EDWARDS:

20 Q. Okay. Would the store manager, back  
21 when you were working in compliance, generally  
22 forward these type of documents to you or  
23 would you be copied on these types of  
24 documents?

1           A.    There are a couple of different ways  
2   that -- the SOP for four stores is to utilize  
3   scan and send, which is a function of their  
4   printer. And send it to -- there is a list of  
5   addresses that you can scan and send to and it  
6   would scan and send to legal. And the legal  
7   department would basically, you know, intake  
8   it, process it and communicate it to parties.  
9   When I was in the role in compliance I would  
10   be on the CC line of those types of -- let's  
11   call them violations. I would be on the CC  
12   line for those.

13          Q.    Okay. That would explain why you've  
14   seen documents like this before, correct?

15          A.    That's right, yes.

16          Q.    Did you review Exhibit 5 in  
17   preparation for your deposition?

18          A.    Let me just go back and look at it a  
19   little bit closer. So specifically, on  
20   something like this, I would have been copied.  
21   I didn't specifically review all of this  
22   documentation.

23          Q.    Okay. Go down to -- it appears that  
24   a penalty of \$17,550 was assessed. Do you see

1 that?

2 A. I see that.

3 Q. Okay. Do you know if Dollar General  
4 just pays these fines or are they challenged?  
5 Do you know?

6 MR. TAYLOR: Objection to form. You  
7 can answer.

8 A. I can answer based on my time, you  
9 know, in the compliance role that the fines  
10 would come into legal. Legal would distribute  
11 them out to the field team and I would be  
12 copied on that. And then legal would -- legal  
13 would process the fine. You know, process by  
14 check or whatever method of payment. And  
15 because this is a -- this is a fine two store  
16 operations, as a senior director I would sign  
17 off on the payment request.

18 BY MR. EDWARDS:

19 Q. I see. So here there were 100 random  
20 items that were selected and checked by the  
21 weight and measures inspector. Does that look  
22 right?

23 A. I see that.

24 Q. For an inspection that took place on



1 November 17th, 2022, at the store located at  
2 4375 Main Street in Port Henry, New York. Do  
3 you see that?

4 A. I see that.

5 Q. Okay. One inspector found there were  
6 78 overcharges out of a hundred random items  
7 checked. Do you see that?

8 A. I do see that.

9 Q. Okay. Would you consider that to be  
10 abnormally high?

11 MR. TAYLOR: Objection to form. You  
12 can answer.

13 A. I don't know that I have context  
14 to -- to that. And, you know, certainly as I  
15 would look at a number like that, you know,  
16 the field team clearly has some remediation to  
17 do.

18 BY MR. EDWARDS:

19 Q. But sitting here today, during your  
20 role in compliance is that a number that you  
21 would when you were sitting in compliance if  
22 you received 78 or let's call it a 22 percent  
23 accuracy rate, would that be a number that you  
24 would consider to be outside the range of

1 normal?

2 MR. TAYLOR: Objection to form. You  
3 can answer.

4 A. Looking at that number in my prior  
5 role and having that visibility, it would look  
6 like a number that was larger than average,  
7 yes.

8 BY MR. EDWARDS:

9 Q. Well, during your time in compliance,  
10 did you get a general sense of what a -- what  
11 the accuracy rate was within -- within your  
12 stores?

13 MR. TAYLOR: Objection to form. You  
14 can answer.

15 A. I didn't. Because my department --  
16 my department was not responsible for tracking  
17 them all. These were scanned and sent to  
18 legal, and so the field team is responsible  
19 for the remediation. Legal is responsible for  
20 the administration of the fine and I provide s  
21 signature approval and, you know, so that  
22 was -- that was my role. I wasn't tracking  
23 them. I wasn't trend lining them in my role.

24 BY MR. EDWARDS:

1 Q. Understood. Is there any accuracy  
2 rate, less than 100 percent, which is  
3 acceptable to Dollar General for its policies?

4 MR. TAYLOR: Objection to form. You  
5 can answer.

6 A. We always want to be a hundred  
7 percent accurate at the shelf.

8 BY MR. EDWARDS:

9 Q. Okay.

10 A. It's not -- for various reasons it  
11 may not always be possible to be at a hundred  
12 percent, but that is absolutely the goal and  
13 policy.

14 Q. Let's go over to the next page and  
15 just look at one example. Here we see all 100  
16 products that were sampled. It has the  
17 location, the shelf price, the charge price  
18 and the error instance; do you see that?

19 A. I do.

20 Q. I'm aware that Dollar General does  
21 internal audits like the one that you spoke  
22 about earlier and there is also regular audits  
23 that take place at least now in 2023, correct?

24 MR. TAYLOR: Objection to form. You

1 can answer.

2 A. At this point in time there is a  
3 regular audit. And during -- prior to this  
4 time -- the time frame also included in what  
5 we're looking at -- when you say, internal,  
6 you know, do you mean an internal audit group  
7 or an internal group of Dollar General  
8 employees?

9 BY MR. EDWARDS:

10 Q. I mean some sort of pricing accuracy  
11 audit like this one that I've shown you, but  
12 conducted within -- at the behest of Dollar  
13 General as opposed to outside governmental  
14 entity?

15 A. Yeah. District managers are  
16 responsible for conducting an audit, which  
17 includes the check of 50 items for pricing  
18 accuracy, every 45 days as part of our -- what  
19 we call quality store visit, QSV, and then  
20 once every 90 days as part of the store  
21 compliance visit which we refer to as the SCV.

22 Q. Okay. And did this start at the  
23 beginning of 2023, the requirements for these  
24 two audits?

1           A.    No, sir.  Both audits had been in  
2   place for quite some time.  The store  
3   compliance visit had -- had included a price  
4   check for a longer period of time.  And then  
5   as another, you know, I would call it  
6   safeguard, it was added to the quality store  
7   visit as well.

8           Q.    Okay.  So back when this inspection  
9   took place in November of 2022, those internal  
10   audits would have already been in place?

11          A.    Yes, they would have.

12          Q.    Okay.  And have you ever seen  
13   internal audit data from Dollar General which  
14   looks anything like this where it breaks out  
15   the products sampled and provides the amount  
16   of the overcharge?

17               MR. TAYLOR:  Objection to form.  You  
18   can answer.

19          A.    I'm not sure I understand.  
20   Typically -- typically where I would see these  
21   things is in what we're looking at right now.  
22   And so Dollar General data and capturing  
23   violations resides in legal and so it wasn't  
24   something that my team owned.

1 BY MR. EDWARDS:

2 Q. Okay. So you've never seen results  
3 from any of these internal audits, these 50  
4 item internal audits that you just spoke of  
5 which breaks down which products were -- were  
6 mispriced?

7 MR. TAYLOR: Objection to form. You  
8 can answer.

9 A. Thank you for clarifying because I  
10 think you're talking about -- when you say  
11 internal audits that kind of leads me down a  
12 couple of different paths. Are you referring  
13 to the district manager audit that we covered  
14 where I described the audit of 50 items?

15 BY MR. EDWARDS:

16 Q. I am, but I'm not -- I don't mean to  
17 limit it to that specifically. I'm talking  
18 about anything that Dollar General is engaged  
19 in internally, outside of government audits,  
20 which lays out, okay, out of these 50 items,  
21 these are the 18 that were mispriced and by  
22 this amount, like these governmental audits  
23 do. Have you ever seen anything like that?

24 A. What I have seen is the internal

1     audit as part of the store compliance visit or  
2     the quality store visit and the data there is  
3     that they met the threshold or they didn't  
4     meet the threshold. And effective in  
5     February, there was an accountability program  
6     tied to not meeting the threshold. So  
7     internally -- and I think the question that  
8     you're getting at is: Did district managers  
9     type a whole bunch of data into the visit  
10    system and the answer is, no. They either  
11    were a pass or a fail, based on their audit.

12       Q.    Okay. And when you say,  
13    accountability, I'm curious. So, for example,  
14    let's take a store manager, the store manager  
15    is overseeing these -- these regular audits  
16    for pricing accuracy?

17       A.    They are, this is the district  
18    manager. So the frequency and the -- let's  
19    just talk about it in terms of frequency. In  
20    the last -- in this last year is every 45 days  
21    for quality store visit, every 90 days for  
22    store compliance visit. And so the district  
23    manager is auditing the store.

24       Q.    Okay. And if -- if the -- also is

1 the district manager actually going in and  
2 checking the prices his or herself?

3 A. As part of their visit they are doing  
4 that. They are doing compliance checks, yes.

5 Q. Got you. And, for example, you  
6 mentioned accountability earlier. If the  
7 district manager is consistently getting fails  
8 on these audits, that could result in  
9 termination of their job, I presume, right?

10 MR. TAYLOR: Objection to form. You  
11 can answer.

12 A. It could result in termination of the  
13 store manager and/or it could result in  
14 termination of the district manager.

15 BY MR. EDWARDS:

16 Q. Okay. Is someone in the store with  
17 the district manager making sure that the  
18 process is being done accurately and correctly  
19 in terms of those QSV and SCV audits?

20 MR. TAYLOR: Objection to form. You  
21 can answer.

22 A. The supervisor of the district  
23 manager is the regional director.

24 BY MR. EDWARDS:



1 Q. Okay.

2 A. So the regional director has, you  
3 know, a complement of districts that they are  
4 going to travel on, you know, a rotational --  
5 not a formal rotation but a rotational basis  
6 with their district managers. And so as part  
7 of a regional director visit -- say I'm a  
8 regional director, I'm traveling with my  
9 district manager, that would be where a  
10 regional director would be observing that  
11 behavior.

12 Q. Okay. I mean, how many of the --  
13 what percentage of the visits to stores by the  
14 regional manager are supervised by the  
15 district manager?

16 MR. TAYLOR: Objection to form.

17 A. Can you rephrase that? What percent?  
18 BY MR. EDWARDS:

19 Q. Yeah. I'm trying to figure out like,  
20 okay, if the -- if the regional manager does  
21 10 of these QSV visits, how many of them -- on  
22 how many of those would typically the regional  
23 manager be accompanying that person?

24 MR. TAYLOR: Objection to form,

1 misstates prior testimony. You can answer.

2 A. I don't have -- I don't keep -- in my  
3 role, I don't keep records of the RD visits.  
4 I don't know the RD visits. They are  
5 certainly -- they certainly need to be  
6 traveling on a regular basis with their --  
7 however many DMS they have, you know,  
8 rotationally. So I wouldn't -- that just  
9 wouldn't be part of my role to know those  
10 numbers.

11 BY MR. EDWARDS:

12 Q. Okay. So let's look on the second  
13 page of Exhibit 5 which is -- ends in Bates  
14 5450. Are you there with me?

15 A. I am.

16 Q. Okay. Go about midway down and look  
17 at, for example, the One-A-Day hundred count  
18 men's vitamins. Do you see that?

19 A. Give me just a second. We're on 5-0,  
20 right? I see them.

21 Q. Yep.

22 A. Yep.

23 Q. Shelf price a 965 and charge price  
24 was 1065, correct?

1 A. I see that.

2 Q. Resulting in overcharge of \$1.00?

3 A. That is what this shows.

4 Q. Okay. So at some point, One-A-Day  
5 multivitamins were 9.65 at the register, I  
6 presume, right?

7 A. At some point they were. At some  
8 point in time, yes.

9 Q. Okay. And then the most -- the most  
10 likely thing here is that there was a price  
11 increase to 10.65 which made it to the  
12 register but didn't make it to the shelf; is  
13 that fair?

14 MR. TAYLOR: Objection to form. You  
15 can answer?

16 A. That's what this would -- that's what  
17 this would show, yes.

18 BY MR. EDWARDS:

19 Q. Okay. Let's go to the next exhibit  
20 which is -- well, shoot, hold on. Exhibit 6.

21 (WHEREUPON, THE ABOVE-MENTIONED  
22 DOCUMENT WAS MARKED AS EXHIBIT NO. 6 TO THE  
23 TESTIMONY OF THE WITNESS, AND IS ATTACHED  
24 HERETO.)

1 BY MR. EDWARDS:

2 Q. Which I just introduced and tell me  
3 when you see it?

4 A. Okay. Looks like the wheel is  
5 turning. Is this a particularly large file?  
6 It's not coming through.

7 Q. I delayed a bit because I forgot to  
8 put the stamp on it.

9 A. Okay. All right.

10 Q. While you are waiting for that to  
11 come up, the manager at this 4375 Main Street  
12 Port Henry store that had the 22 percent  
13 accuracy rate on November 17th of 2022, that  
14 person's name was Cynthia Arno, A-R-N-O. Do  
15 you know if she is still an employee of Dollar  
16 General?

17 A. I don't. That's outside my area of  
18 responsibility.

19 Q. Okay.

20 A. At least I see 6 now. The wheel is  
21 turning so it is in process.

22 Q. Have you heard the name Cynthia Arno  
23 before today?

24 A. No, I haven't.

1 Q. Okay?

2 A. Exhibit 6 is up.

3 Q. All right. I'll represent to you  
4 that this is another weight and measures  
5 failed inspection report from a different  
6 store, this time at 925 US Route 9 in Schroon  
7 Lake, New York. Do you see that?

8 A. I do.

9 Q. And this is an inspection that took  
10 place on December 8th of 2022. Do you see  
11 that?

12 A. I do.

13 Q. And this one the accuracy rate was  
14 better, it was 68 percent so 3 overcharges out  
15 of hundred random items checked. Do you see  
16 that?

17 A. I do.

18 Q. Is 68 percent accuracy rate  
19 acceptable for Dollar General?

20 MR. TAYLOR: Objection to form. You  
21 can answer.

22 A. 68 percent is -- is -- this --  
23 we've -- we've failed here. This is not --  
24 this has not met the standard.

1 BY MR. EDWARDS:

2 Q. The manager at that store is Bonnie  
3 Bessy. Do you know Bonnie?

4 A. I don't know Bonnie.

5 Q. So you have no idea if she's still  
6 employed at Dollar General?

7 A. I don't. That is something the HR  
8 team would potentially know.

9 Q. Okay?

10 MR. TAYLOR: Go ahead and mark the  
11 next exhibit, which will be Exhibit 7.

12 (WHEREUPON, THE ABOVE-MENTIONED  
13 DOCUMENT WAS MARKED AS EXHIBIT NO. 7 TO THE  
14 TESTIMONY OF THE WITNESS, AND IS ATTACHED  
15 HERETO.)

16 A. It looks like it's on its way. Okay,  
17 I've got it.

18 BY MR. EDWARDS:

19 Q. I actually believe that the first  
20 page of this exhibit --

21 MR. TAYLOR: Adam, one thing that  
22 might be helpful is there are some dates on  
23 certain e-mails that we have noticed are  
24 incorrect and we're trying to figure out why.

1 But like do you see on this one it says, 6-14  
2 of 2023?

3 MR. EDWARDS: I've noticed that, too,  
4 and I was actually going to ask her about  
5 that.

6 MR. TAYLOR: And feel free to ask,  
7 but what I can tell you -- this may make  
8 things a little easier is it's a system thing.  
9 We're trying to figure out where it occurred.  
10 And I actually have examples of some of the  
11 e-mails that said -- that, you know, it says  
12 6-14 but I have the -- you know, the exact  
13 e-mail where it's a couple of months earlier.

14 MR. EDWARDS: Yeah, I kind of thought  
15 it wouldn't take that many months to get a  
16 response to all the different e-mails. There  
17 is a lot of documents produced where the last  
18 e-mail in the thread is 6-14-23 and that is,  
19 in many cases, many months after the e-mail  
20 that preceded it. So I kind of figured there  
21 was something like that going on.

22 MR. TAYLOR: Okay. We'll get to that  
23 we'll get an answer or get that fixed or  
24 whatever and we can talk off the record about

1 sort of what that is once we get the answer?

2 MR. EDWARDS: Yeah, we would  
3 appreciate that because, you know, I'd really  
4 like to know when the dates of these things  
5 actually are.

6 MR. TAYLOR: Yeah.

7 BY MR. EDWARDS:

8 Q. So it looks like here you received an  
9 e-mail from Stacey McCue on March 30th, 2023,  
10 which -- the subject of which is overdue fines  
11 in Essex County, New York. Do you see that?

12 A. I do see it in the from, sent to and  
13 CC information, yes.

14 Q. Okay. Who is Stacey McCue?

15 A. Stacey McCue, at the time of this,  
16 was an administrator of capturing violations  
17 and the database system.

18 Q. Okay. Administrator capturing  
19 violations in the database system. What does  
20 that mean?

21 A. It means that, you know, we talked a  
22 little bit earlier about that process of a  
23 store scans it or an e-mail comes in, then  
24 Stacey, at the time, was responsible for



1 insuring they were systemically captured in a  
2 system specifically for that purpose.

3 Q. Yeah. I see down below that there is  
4 an e-mail from a James Hooper to  
5 Inspections@DollarGeneral.com. Is the  
6 Inspections at Dollar General a specific  
7 e-mail address where all inspection --  
8 inspection results are to be sent or something  
9 like that?

10 A. They would have entered this an  
11 inspection and I think as -- I'm sure you've  
12 probably experienced before when there are a  
13 number of e-mail boxes that you have choice  
14 from, sometimes you don't follow the  
15 directions and send them where you're supposed  
16 to. You think, oh, this sound like a good  
17 one, I'll send it here. So instead of  
18 forwarding that on to legal, James -- it  
19 appears from what I'm looking at -- sent it to  
20 the inspections e-mail address, which was just  
21 fine because the inspections team picked it up  
22 and routed to the correct place.

23 Q. Okay. And this e-mail relates to an  
24 inspection completed on January 24th, 2023, in

1 Port Henry, New York, correct?

2 A. Yes, that is what this e-mail from  
3 Daniel Woods to James Hooper shows.

4 MR. EDWARDS: Okay. And let's go  
5 ahead and make -- mark the next exhibit here,  
6 which I believe will be Exhibit 8.

7 (WHEREUPON, THE ABOVE-MENTIONED  
8 DOCUMENT WAS MARKED AS EXHIBIT NO. 8 TO THE  
9 TESTIMONY OF THE WITNESS, AND IS ATTACHED  
10 HERETO.)

11 A. It's on its way. Okay, I see it.  
12 BY MR. EDWARDS:

13 Q. All right. And you'll notice here in  
14 Exhibit 8, this is an inspection report from  
15 the last week of January -- January 24th,  
16 2023. Do you see that?

17 A. I see that.

18 Q. And this involves that same store  
19 that generated the inspection report that  
20 we've made Exhibit 5, where there were 78  
21 overcharges out of a hundred at 4375 Main  
22 Street, Port Henry, New York. Do you see  
23 that?

24 A. I do see that.

1 Q. So that inspection that we marked  
2 Exhibit 5 was November 17th, 2022 -- to  
3 refresh your recollection -- and now we've  
4 gone forward all the way to January 24th,  
5 2023. Do you see that?

6 A. I do.

7 Q. Over -- over 2 months later, right?

8 A. Well, wasn't the -- let me go back  
9 and look at the first one?

10 Q. Yeah. The first one, I think, was  
11 November 17th, 2022, that is Exhibit 5.

12 A. Yeah. Let me look at Exhibit 5  
13 again. So we've got November 17th of 2022 and  
14 then January 24th of 2023.

15 MR. TAYLOR: Adam, just for the  
16 record, I want to note that that November  
17 17th, that is when the inspection occurred.  
18 The date on the letter to Dollar General was  
19 not until January 18th of 2023.

20 MR. EDWARDS: Okay. You noted that  
21 last time. Thanks?

22 MR. TAYLOR: Yep. And I'll note that  
23 you did not note that at this time. So I just  
24 want to make sure we're being accurate on

1 this.

2 MR. EDWARDS: You know, that's really  
3 irrelevant to my questions that I'm asking,  
4 Trent.

5 MR. TAYLOR: I just --

6 MR. EDWARDS: You haven't heard my  
7 question yet. If you want to do your speaking  
8 objection at least wait until I get into the  
9 content.

10 MR. TAYLOR: Well, Adam, you -- I  
11 disagree with that. I mean, you asked about  
12 when the inspection occurred and it was 2  
13 months later but --

14 MR. EDWARDS: Yeah, I'm about to ask  
15 her about the changes that took place during  
16 the two months between November 17th  
17 inspection and the January 24th, 2023  
18 inspection. I will give you that the  
19 inspector didn't send out the notice of the  
20 November 17th, 2022 inspection until January  
21 2023.

22 MR. TAYLOR: Okay.

23 MR. EDWARDS: That's -- it says so  
24 right on the documents. I don't disagree.

1 MR. TAYLOR: Okay.

2 BY MR. EDWARDS:

3 Q. So, ma'am, I think my question was:  
4 The two inspections, the one that we marked as  
5 Exhibit 5 and now the one that we're looking  
6 at which is Exhibit A. The first inspection  
7 occurred on November 17th, 2022. The second  
8 occurred on January 24th, 2023, over 2 months  
9 later. Do you agree?

10 A. I agree. That's what is in the  
11 document, yes.

12 Q. Okay. And by January 24th, 2023,  
13 that would have been around the time or  
14 shortly after this big audit took place that  
15 we discussed earlier, right?

16 MR. TAYLOR: Objection to form.  
17 Objection, misstates prior testimony. You can  
18 answer.

19 A. It would have -- it would have been  
20 before -- probably about a week before the  
21 full store scan audit.

22 BY MR. EDWARDS:

23 Q. I thought you told me that the full  
24 store scan audit was the last week of January

1 2023?

2 A. It was our fiscal week 53, which  
3 would have been the last full week. So on  
4 the -- I don't have a fiscal calendar in front  
5 of me to know was that the 24th. It was  
6 certainly near that time.

7 Q. Right. Okay. Do you know if when  
8 these inspectors come in and do their -- to do  
9 their inspections, they immediately advise the  
10 store or the store managers as -- as to how  
11 many -- you know, what the results were?

12 MR. TAYLOR: Objection to form. You  
13 can answer.

14 A. The way that I would answer that is  
15 anecdotally, yes. I do hear a variety of, you  
16 know, this person came in and did this and I  
17 didn't know until the end. Or this person  
18 didn't leave a copy, you know, that -- that  
19 type of thing. But by and large in my  
20 experience, the inspector has left a copy and  
21 the store manager or key carrier in charge  
22 should scan and send that.

23 BY MR. EDWARDS:

24 Q. So let's -- based on the inspection

1 which took place here in Exhibit 8, January  
2 24th, 2023, the accuracy rate was still pretty  
3 low at 37 percent. Would you agree?

4 MR. TAYLOR: Objection to form. You  
5 can answer.

6 A. The accuracy rate was low.

7 BY MR. EDWARDS:

8 Q. Okay. That is 63 overcharges out of  
9 100 random items checked, correct? Is that  
10 correct?

11 A. That's correct.

12 Q. Okay. And if you flip over to the  
13 first page of the report which sets forth the  
14 items checked -- that is Bates 5438 -- towards  
15 the bottom one fourth of the list, you'll see  
16 One-A-Day men's vitamins a isle 21. Price  
17 9.65 as the shelf price and then the charge  
18 price 1065. Do you see that?

19 A. I do.

20 Q. Do you recall that that's the same  
21 product that was being overcharged by a dollar  
22 as demonstrated in the failed audit nearly 2  
23 months earlier -- or over 2 months earlier and  
24 marked as Exhibit 5?

1 MR. TAYLOR: Objection to form. You  
2 can answer.

3 A. Yes, I do see that it appears to be  
4 the same -- the same item, the same aisle, the  
5 same price discrepancy.

6 MR. EDWARDS: Let's take our next  
7 break. Let's take 5 minutes. Is that good  
8 with you guys?

9 MR. TAYLOR: Yep.

10 (WHEREUPON, A BRIEF RECESS WAS TAKEN  
11 AND THE PROCEEDINGS CONTINUED AS FOLLOWS:)

12 MR. EDWARDS: Good news. I've  
13 already marked the next exhibit, so no more  
14 waiting for that spinning thing.

15 A. All right. Exhibit 9; is that  
16 correct?

17 BY MR. EDWARDS:

18 Q. Yes, ma'am.

19 A. Okay.

20 (WHEREUPON, THE ABOVE-MENTIONED  
21 DOCUMENT WAS MARKED AS Exhibit NO. 9 TO THE  
22 TESTIMONY OF THE WITNESS, AND IS ATTACHED  
23 HERETO.)

24 BY MR. EDWARDS:



1 Q. This will be a quick one. This one  
2 is an older notice from February of 2020 and  
3 it comes from the Suffolk County Department of  
4 Labor Licensing and Consumer Affairs. Do you  
5 see that?

6 A. I do.

7 Q. And it's addressed directly to you  
8 providing a notice of a violation and a date  
9 for an administrative hearing. Do you see  
10 that?

11 A. I do.

12 Q. Have you ever actually appeared for  
13 one of these administrative hearings?

14 A. I have not.

15 Q. Okay. Do you ever remember getting  
16 letters like this?

17 A. I -- I remember getting -- I have  
18 gotten letters similar to this and, you know,  
19 or something -- let's just put it this way,  
20 that doesn't apply to me and, you know, or  
21 isn't a part of my role. And so my process is  
22 to insure that I forward them to legal and  
23 then confirm verbally with legal that they  
24 receive it.

1 Q. Got you. Okay. Thank you. Who is  
2 Caleb Lumby?

3 A. Caleb Lumby is a senior manager that  
4 at one time reported to me. He was -- he was  
5 not part of the compliance team, but he did --  
6 he did report to me.

7 MR. EDWARDS: Let's go ahead and mark  
8 Exhibit 10 which I'm going to add a stamp to  
9 and introduce.

10 (WHEREUPON, THE ABOVE-MENTIONED  
11 DOCUMENT WAS MARKED AS Exhibit NO. 10 TO THE  
12 TESTIMONY OF THE WITNESS, AND IS ATTACHED  
13 HERETO.)

14 BY MR. EDWARDS:

15 Q. It's a bigger document, so just let  
16 me know when you see it, please?

17 A. It's not quite there. It's not  
18 processing yet. Not coming up in the queue  
19 yet so it must be a big one. Typically what  
20 they've been doing, I can see the exhibit  
21 number in the queue but then it takes a minute  
22 for the content to be visible. Yeah, it's  
23 not -- it's not.

24 MR. EDWARDS: I'll try it again.

1 THE WITNESS: Okay.

2 MR. TAYLOR: I was able to open it.

3 THE WITNESS: Were you? Okay. I  
4 don't know why it's not coming in then. I'm  
5 refreshing and --

6 MR. EDWARDS: Somebody get me a  
7 better laptop. This is ridiculous.

8 THE WITNESS: Well, I think that's  
9 going to be an outcome of this little meeting  
10 we're having here.

11 (WHEREUPON, A BRIEF RECESS WAS TAKEN  
12 AND THE PROCEEDINGS CONTINUED AS FOLLOWS:)

13 THE WITNESS: Okay, I've got it.

14 BY MR. EDWARDS:

15 Q. Okay. Good.

16 A. I just think it was chugging along.  
17 Okay, I see the e-mail message from Caleb.

18 Q. Okay. So this appears to be a  
19 compliance Tuesday workload forecast. Do you  
20 see that?

21 A. I do.

22 Q. All right. And I would like for you  
23 to help me understand what this document is?  
24 It's actually a number of compliance workloads

1 forecasts, it appears, for a number of  
2 different dates in the -- generally in the  
3 summer of 2023?

4 A. Okay.

5 Q. And you're copied on this -- on this  
6 list along with a number of other people. Is  
7 this a document that you're familiar with?

8 A. It is an e-mail that I'm familiar  
9 with, yes.

10 Q. Can you tell me what this chart  
11 means? The core SKUs by pricing with the  
12 description row labels and SKUs -- oh, this  
13 helps. Why is this document generated?

14 A. Sure. The reason the document is  
15 generated, there is a -- there is a couple of  
16 reasons. Caleb's role is to -- he is the sort  
17 of radar person, if you will, to see what is  
18 on the radar screen for workload. And that is  
19 in our effort as a store operations team, to  
20 do our level best to manage the workload to  
21 insure that it's smooth and, you know,  
22 balanced across -- across weeks. If it is not  
23 smooth, it's -- it's important that we know  
24 this information that Caleb is providing

1 because if we see a blip on that radar,  
2 something -- some outlier that pops up that  
3 we're going to have a whole bunch of extra  
4 work and we can get to work on how we're  
5 supporting it. So what you're looking at in  
6 this e-mail from Caleb is a recap of the  
7 pricing activity that is going to stores on  
8 Tuesday. And this is a forecast based on what  
9 has been put in the system at this moment in  
10 time -- so, you know, on 7-31 at 1 o'clock.  
11 So do I understand you correctly that you  
12 would like for me to walk you through the  
13 bullet points and what they mean?

14 Q. Well, let's back up -- maybe. But  
15 for right now so this is a -- this is a  
16 forecast for a Tuesday -- the first one here,  
17 the subject is 8-1 compliance, Tuesday  
18 workload forecast, correct?

19 A. That's correct.

20 Q. And so this is sent out to the group  
21 the day before on July 31st, 2023. So at this  
22 point have the price changes actually hit the  
23 store?

24 A. They have not. Caleb is reporting

1 these prior to them hitting the store.

2 Q. Okay.

3 A. Which 7-31, I imagine, would have  
4 been a Monday.

5 Q. Okay. Yeah, makes sense if 8-1 is a  
6 compliance Tuesday?

7 A. Yes.

8 Q. The price changes reflected here will  
9 hit the store first thing Tuesday morning and  
10 then we'll go through that process that you've  
11 already described on super Tuesday where the  
12 prices are made -- the price changes are  
13 reflected on the shelves, in theory, correct?

14 MR. TAYLOR: Objection to form. You  
15 can answer.

16 A. So what we see here will be effective  
17 tomorrow, Tuesday, for the stores to execute  
18 as part of compliance Tuesday.

19 BY MR. EDWARDS:

20 Q. Okay. So is this -- is this all  
21 stores in the United States?

22 MR. TAYLOR: Objection to form. You  
23 can answer,

24 A. Okay. It really is a compilation of

1     what stores are going to see. So when you  
2     look at 49 SKUs from weekly core labels, 11  
3     pod resets in medicine; yes, those are for the  
4     chain. When you see the zone verbiage, Caleb  
5     has a parenthetical there of the number of  
6     stores that that is going to affect.

7     BY MR. EDWARDS:

8         Q.     I see.

9         A.     So it is chain unless it's noted  
10     otherwise.

11        Q.     So the 49 SK -- looking at the first  
12     bullet point says, chain, correct?

13        A.     He's got chain as a header, then he  
14     has the 2 bullet points below that, that are  
15     chain. And then he goes into more specifics  
16     with green NCI olive and olive by listing the  
17     number of stores, which means they are stores  
18     specific, they are not chain.

19        Q.     Okay. So 49 SKUs from weekly core  
20     labels, that change will hit all -- that price  
21     change will hit all the stores in the chain?

22        A.     That's correct.

23        Q.     And the same for 11 POG resets,  
24     medicine?

1 A. That's correct.

2 Q. What does POG stand for?

3 A. Plan-o-gram.

4 Q. And then green zone will affect 44  
5 stores only?

6 A. That's correct.

7 Q. Do you guys have an internal map  
8 which shows the stores located in the green  
9 zone?

10 A. They may not necessarily be mapped.  
11 It may be by type of market. Is it a metro  
12 market, you know, is it an urban market. It's  
13 that kind of language where there is a  
14 decision science team that makes those  
15 decisions into what type of zones some stores  
16 are going to go in.

17 Q. Okay. And then NCI olive zone, that  
18 affects 142 stores. That is different than  
19 the green zone?

20 A. It is. It's a different color. It's  
21 got NCI in front of it, so it is a different  
22 zone.

23 Q. What does NCI indicate? What does  
24 that stand for?



1           A.    NCI stands for an initiative from  
2    2019. The acronym stands for non-consumables  
3    initiative. This was -- this was a -- this  
4    was a -- I'll call it a layout change for  
5    Dollar General. In which we undertook an  
6    initiative to create more of a treasure hunt  
7    for our customers with affordable wall decor,  
8    candles, blankets. And -- and changed formats  
9    in our store as a result of it.

10          Q.    Okay. So you have a specific zone  
11    called NCI olive zone?

12          A.    We do. These are different pricing  
13    zones. So NCI olive means it's an NCI store,  
14    part of the olive zone. But then you have an  
15    olive zone that is not an NCI, so it's its own  
16    zone.

17          Q.    Okay.

18          A.    And there would be a different  
19    assortment in each of those stores.

20          Q.    So let's go down here to this core  
21    SKUs by pricing zone. What does the -- what  
22    does like the zone 24 and zone 30 refer to?

23          A.    It's the only -- the only thing I  
24    know about -- about this, he's got the heading

1 of row labels, is it's like a sub-heading.

2 Q. Which indicates what? Is this an  
3 area in the store or is this --

4 A. This is a -- so you're -- you know,  
5 your zone name would be off to the left here  
6 in that column, NCI, NCI gray, yellow, blue,  
7 and then they establish a sub-heading. I  
8 don't know their nomenclature but it's a  
9 sub-heading.

10 Q. Okay. And count of SKU that means  
11 the number of SKU of products with a price  
12 change; is that right?

13 A. That's correct.

14 Q. And then SPA label breakdown. Does  
15 this reflect the actual product with price  
16 changes?

17 A. It doesn't. It's a separate  
18 category, not one we see too often. SPA is  
19 really short for space management. The space  
20 management team is the group that oversees  
21 plan-o-gram creation, plan-o-gram updates.  
22 And so this -- you know, this fairly small  
23 group of items is something that the SPA team  
24 submitted to have labels that week.

1 Q. Okay. This is document and all these  
2 e-mails appear to provide information that  
3 allows the forecasting of super Tuesday  
4 changes but doesn't tell us much about price  
5 accuracy; is that fair?

6 MR. TAYLOR: Objection to form.

7 A. Yes, that's fair.

8 MR. EDWARDS: All right. Let's go to  
9 what I'll mark as Exhibit 11.

10 (WHEREUPON, THE ABOVE-MENTIONED  
11 DOCUMENT WAS MARKED AS Exhibit NO. 11 TO THE  
12 TESTIMONY OF THE WITNESS, AND IS ATTACHED  
13 HERETO.)

14 BY MR. EDWARDS:

15 Q. Just tell me when you see it?

16 A. I got it. It's refreshing right now.  
17 It hasn't quite made it over.

18 THE WITNESS: Trent, you want to tell  
19 me when you see it?

20 MR. TAYLOR: I have it.

21 (WHEREUPON, A BRIEF RECESS WAS TAKEN  
22 AND THE PROCEEDINGS CONTINUED AS FOLLOWS:)

23 A. Okay, it's twirling. There it is, I  
24 got it.

1 BY MR. EDWARDS:

2 Q. So this is an e-mail from Jessica  
3 Smith. Do you know who Jessica Smith is?

4 A. Jessica Smith is currently a region  
5 director in New York.

6 Q. Okay. And she's still one of the  
7 region directors in New York?

8 A. Yes, sir.

9 Q. At the bottom here I see Region 16,  
10 Division 1. Is that still the region she's in  
11 charge of?

12 A. She is still assigned to Region 16.

13 Q. Okay. So I'm a little confused  
14 because I thought -- based on your testimony  
15 earlier -- that this software which allows  
16 directors or store supervisors to assess  
17 whether or not labels are being printed in a  
18 timely fashion. I understood that to be one  
19 of the processes or action items implemented  
20 in that early 2023 time frame to address  
21 overcharges. Did I misunderstand that because  
22 this Exhibit 11 appears --

23 MR. TAYLOR: Object to form.

24 BY MR. EDWARDS:

1 Q. Sorry. Exhibit 11 appears to be a  
2 document which suggests that supervisors had  
3 that ability back in 2021?

4 MR. TAYLOR: Object to form of the  
5 question.

6 A. They did not. And so old school way,  
7 at that point in time, would have been, you  
8 know, hey, district managers, check on this.  
9 And so it looks like, you know, somehow she  
10 knows that stores haven't printed the labels.  
11 But that particular -- that particular  
12 technology was not a -- when I look at the end  
13 of December was, to my knowledge, not  
14 available at that time. So I don't -- I  
15 honestly don't know how Jessica may have  
16 known.

17 BY MR. EDWARDS:

18 Q. If you flip over to the next page,  
19 the one ending in Bates 39005?

20 A. Uh-huh (affirmative response).

21 Q. It looks like this e-mail originated  
22 from Monica Sullivan?

23 A. Monica --

24 Q. Sorry. Go ahead.

1 A. Sorry. Go ahead.

2 Q. It lists her as the store operations  
3 senior analyst at the time?

4 A. I see.

5 Q. Is she still in that role?

6 A. She is in a different role now. And  
7 the -- the team must have had a different way  
8 that they were capturing this for New York.  
9 I'm not familiar with what it was. But based  
10 on what I see from Monica, they must have been  
11 capturing it a different way. Maybe through  
12 IT and not the current methodology that we're  
13 using.

14 Q. Okay. Yeah. It looks like Monica  
15 was able to -- at least within New York  
16 Division 1, figure out which regions -- or  
17 figure out the number of stores -- store  
18 labels not printed in various regions within  
19 Division 1. Do you agree?

20 MR. TAYLOR: Objection to form. You  
21 can answer.

22 A. That's what this shows.

23 BY MR. EDWARDS:

24 Q. Okay. And it shows that 98 New York

1 stores did not print core labels on Tuesday,  
2 correct?

3 A. That is what is in Monica's e-mail,  
4 yes.

5 Q. Okay. So even before compliance  
6 Tuesday, the labels were to be printed on  
7 Tuesdays I take from this. Is that right?

8 A. Since the beginning of my time at  
9 Dollar General they have always been on  
10 Tuesdays, yes.

11 Q. Okay. So compliance Tuesday, that  
12 program refers to the extra 4 hours of shift  
13 dedicated?

14 A. Yes, correct.

15 MR. EDWARDS: I'll mark the next  
16 Exhibit and that is Exhibit 12.

17 (WHEREUPON, THE ABOVE-MENTIONED  
18 DOCUMENT WAS MARKED AS Exhibit NO. 12 TO THE  
19 TESTIMONY OF THE WITNESS, AND IS ATTACHED  
20 HERETO.)

21 BY MR. EDWARDS:

22 Q. Same deal, just let me know when you  
23 see it.

24 THE WITNESS: Trent, let me know when

1 you see it.

2 BY MR. EDWARDS:

3 Q. While you're waiting for that to the  
4 refresh, the fact that 98 New York stores in  
5 Division 1 had not timely printed out core  
6 labels that is unacceptable to Dollar General  
7 I imagine, correct?

8 MR. TAYLOR: Objection -- objection  
9 form. Objection, I don't think it's 98 stores  
10 in one particular division. I don't think  
11 that is what it says, Adam.

12 MR. EDWARDS: Okay. I mean, the  
13 chart says Division 1, Region 10, number of  
14 stores not printed. And it says Division 1,  
15 Region 15, et cetera, et cetera. Am I reading  
16 that wrong? Does this not relate to Division  
17 1, Region 16?

18 MR. TAYLOR: Oh, you said division.  
19 Okay. I'm sorry. Okay.

20 THE WITNESS: Yeah, it's division.  
21 Yeah.

22 MR. TAYLOR: Okay. I got region and  
23 division mixed up. Sorry. Go ahead?

24 THE WITNESS: Yep. And that is



1 probably at the time would have -- would not  
2 have had a thousand or more stores. So, yes.  
3 Okay. It's up.

4 BY MR. EDWARDS:

5 Q. All right. Let me just repeat my  
6 question.

7 The fact that 98 stores in New York  
8 in Division 1 had not printed their Tuesday  
9 label changes in a timely fashion back in  
10 December of 2021, that wouldn't have been  
11 acceptable to Dollar General, correct?

12 MR. TAYLOR: Objection to form. You  
13 can answer.

14 A. We fell short. We did not -- we did  
15 not meet the policy there.

16 BY MR. EDWARDS:

17 Q. Because, again, the failure to timely  
18 print core labels as you're supposed to do on  
19 Tuesdays, that results in price changes at the  
20 register that wouldn't be reflected on the  
21 shelf, correct?

22 MR. TAYLOR: Objection to form. You  
23 can answer.

24 A. There is a -- there is a -- there is

1 a piece of that where in real life there are  
2 toner issues, parts issues, printer issues.  
3 And stores do partner with each other; I'm  
4 going to go across town, I'm going to -- I'm  
5 going to get a label printed and take it back  
6 to my store. Certainly not for 98 stores.

7 BY MR. EDWARDS:

8 Q. Okay.

9 A. Certainly not. There is an element  
10 of -- you know, not for lack of trying when  
11 there are whatever percentage of equipment  
12 issues occur.

13 Q. Okay. All right. Do you have  
14 Exhibit 12 up?

15 A. I do.

16 Q. I think this is another example of  
17 the same type of report now in February of  
18 2022 where Jessica is again following up and  
19 noting the failure to timely print labels on  
20 Tuesdays; is that right?

21 MR. TAYLOR: Objection to form. You  
22 can answer.

23 A. That's -- that's correct.

24 BY MR. EDWARDS:

1 Q. And here it looks like 58 total  
2 stores in Division 1 had completed their  
3 printing as required on Tuesday; is that  
4 right?

5 A. That's what it shows.

6 MR. EDWARDS: Go ahead and mark the  
7 next exhibit, that will be Exhibit 13.

8 (WHEREUPON, THE ABOVE-MENTIONED  
9 DOCUMENT WAS MARKED AS Exhibit NO. 13 TO THE  
10 TESTIMONY OF THE WITNESS, AND IS ATTACHED  
11 HERETO.)

12 THE WITNESS: Yeah, it's trying to  
13 load. Okay, I've got it up.

14 BY MR. EDWARDS:

15 Q. This is another e-mail to -- from  
16 Jessica Smith to the team talking about  
17 Tuesday core price label printing execution  
18 and it's dated April 5th, 2022. Do you see  
19 that?

20 A. In a different order, I see it now.

21 Q. There is an e-mail below that -- the  
22 from is store compliance. Do you see that?

23 A. I do.

24 Q. At this time in 2022 -- April of

1 2022, would you have been included on any  
2 e-mails from store compliance?

3 MR. TAYLOR: Objection to form. You  
4 can answer.

5 A. I was. I was included on this e-mail  
6 in the piloting of another report.

7 Q. Okay. Let's go up to the first  
8 sentence at the top of the page from Jessica  
9 to her team, it states: R-16. Is that Region  
10 16?

11 A. It is.

12 Q. So that is Region 16 in New York,  
13 correct?

14 A. That's correct.

15 Q. Is probably one of the best executing  
16 regions out there and I'd like to make sure  
17 that we continue the trend with price changes.  
18 Do you see that?

19 A. I do.

20 Q. Do you disagree that Region 16 in  
21 April of 2022 was one of the best executing  
22 regions?

23 MR. TAYLOR: Objection to form. You  
24 can answer.

1           A.    I don't have -- I don't have context  
2   to -- to how that region was performing at  
3   that time.

4   BY MR. EDWARDS:

5           Q.    Go to the second page.  It looks like  
6   a screen shot which sets forth some -- well,  
7   on the left, do you see that it looks like you  
8   can click state details, division details,  
9   region details, district details, store  
10  details, store printing details.  Do you see  
11  that?

12          A.    I do.

13          Q.    What software is this?  Does this  
14  screen shot come from?  Or what program if you  
15  know?

16               MR. TAYLOR:  Objection to form.  You  
17  can answer.

18          A.    This particular format looks like it  
19  came out of a Microsoft Power BI -- Power BI  
20  system.

21   BY MR. EDWARDS:

22          Q.    Okay.  The subject on the page before  
23  is new Power BI report.  So that is consistent  
24  with what you've testified to, correct?

1 A. Correct.

2 Q. Okay. And this Power BI report would  
3 have been available even before the program  
4 implementation of the change that you talked  
5 about in early 2023 to allow managers to  
6 assess what percentage of labels were printed  
7 on time printed on late or printed late, not  
8 printed, et cetera, correct?

9 MR. TAYLOR: Objection to form. You  
10 can answer.

11 A. That's correct. When there -- this  
12 did launch. It was announced as a launch.  
13 There were -- in the initial -- as I recall,  
14 there were some issues with the reporting in  
15 the initial phases. So it wasn't it -- it  
16 launched. And then as I recall it was pulled  
17 back for a time to insure that all the IT  
18 inputs and everything was correct. I don't  
19 recall the re-launch date.

20 BY MR. EDWARDS:

21 Q. Did this Power BI report continue in  
22 to 2023?

23 A. The power --

24 MR. TAYLOR: Objection to form. You

1 can answer.

2 A. Yeah, the Power BI report has been --  
3 yes, has been available in 2023.

4 BY MR. EDWARDS:

5 Q. Okay. Do you know when this became  
6 available? Like what year?

7 MR. TAYLOR: Objection to form.

8 A. Well, it first became available when,  
9 Alex, the store compliance team announced it  
10 here in 2021. I know it went dark for a time  
11 and then it came back. I don't -- I don't  
12 recall the details. I would -- I would have  
13 to check on that.

14 BY MR. EDWARDS:

15 Q. Okay. So it looks to me like in this  
16 report you can break this down by state,  
17 division, region, et cetera. All the way down  
18 to the store details, correct?

19 A. That was how it initially rolled out.  
20 There may have been some changes before we  
21 re-launched it.

22 Q. Okay.

23 A. It is how it initially rolled out.

24 Q. So this is telling us for this

1 particular division as of 4-5-2022 -- well,  
2 it's a 4 week average as to what labels were  
3 printed on time versus late versus not  
4 printed, correct?

5 A. That's correct.

6 Q. It also gives us a week by week  
7 breakdown, correct?

8 A. I believe it gives us a 4 week  
9 breakdown. A 4 week average and then a  
10 breakdown of the 4 weeks.

11 Q. The 4 weeks making up that 4 week  
12 average?

13 A. That's correct.

14 Q. Okay. So the 4 week leading into  
15 April 5th of 2022 indicates that in this New  
16 York division -- that's Division 1 -- 77  
17 percent of the labels were printed on time,  
18 correct?

19 MR. TAYLOR: Objection to form. You  
20 can answer.

21 A. That's what it shows, yes.

22 BY MR. EDWARDS:

23 Q. And then 15 percent were printed  
24 late, correct?



1           A.    It's a little blurry, but yeah,  
2   that's what it shows.

3           Q.    All right.  And then 9 percent were  
4   not printed at all?

5           A.    At the time of the report, yes.

6           Q.    Okay.  Then if we go down to Division  
7   5 -- is that also in New York?

8           A.    There were a very small number of  
9   stores at that time in New York.  I believe  
10   we've realigned them all so they're all in one  
11   division now.  But at that time there was a  
12   very small number of stores in 5.

13          Q.    Okay.  And that shows us over that 4  
14   week average leading up to 4-5-2022, 70  
15   percent of stores in Division 5 printed on  
16   time, 18 percent printed late and 13 percent  
17   didn't print at all, correct?

18          A.    It's blurry, but I would say that's  
19   correct.

20          Q.    All right.  And that's not  
21   acceptable -- neither of these are acceptable  
22   to Dollar General, correct?

23                MR. TAYLOR:  Objection to form.  You  
24   can answer.

1           A.    Neither of those are acceptable or  
2   are according to our policy.

3   BY MR. EDWARDS:

4           Q.    Are these both in -- I can't tell.  
5   Are these both in Region 16?

6           A.    When you say, both, both the one in  
7   the -- both the Division 1 and the --

8           Q.    Division 5.  Yeah?

9           A.    So it's so hard to see I can't --  
10   they wouldn't be because regions align only to  
11   one division.  So I believe in -- at the time  
12   in Division 5 we had one region.  And it might  
13   be too much information, but the reason for  
14   that is we had a husband and wife and, you  
15   know, separated those so that they were not  
16   under the same DVPA in the division.

17          Q.    I see.  I'm just going back to this  
18   R-16 at beginning of the e-mail from Jessica.  
19   Does one of these include a Region 16, either  
20   Division 1 or 5?

21          A.    One.  So Jessica is the leader of  
22   Region 16, so it appears in this e-mail  
23   Jessica is weighing in --

24          Q.    Right?

1           A.    -- on her. But yet there are -- and  
2 she addresses it to her team. So she's got  
3 her district manager team copied there. She  
4 didn't copy anyone else in any other region.  
5 So she took the e-mail from store compliance,  
6 she shared it with her district managers.

7           MR. EDWARDS: Okay. Let's go ahead  
8 and mark the next exhibit and that will be  
9 Exhibit 14.

10           (WHEREUPON, THE ABOVE-MENTIONED  
11 DOCUMENT WAS MARKED AS Exhibit NO. 14 TO THE  
12 TESTIMONY OF THE WITNESS, AND IS ATTACHED  
13 HERETO.)

14           MR. TAYLOR: Adam, let me just ask  
15 you this: Is this -- is this a full copy of  
16 the e-mail or an excerpt?

17           MR. EDWARDS: It's kind of what you  
18 see is what you get. This is the one I would  
19 like to ask her about. It appears to me that  
20 there is -- there may be something above this  
21 but I didn't mark it all as an exhibit?

22           MR. TAYLOR: Well, I mean, for the  
23 record I'm going to object to giving -- you  
24 know, pulling out a part of an e-mail and

1 asking about it, but she can do the best she  
2 can with it?

3 MR. EDWARDS: Sure. Yeah, I don't  
4 know -- I don't know how it was produced. It  
5 could have been produced this way for all I  
6 know. I don't know, Trent, but the objection  
7 is noted.

8 THE WITNESS: Okay. I have it up.

9 BY MR. EDWARDS:

10 Q. Okay. So I'm looking at an e-mail to  
11 you from Caleb Lumby dated February 2nd, 2022.  
12 Do you see that?

13 A. I do.

14 Q. And it relates to NCI light  
15 conference call notes. What is an NCI light  
16 conference call?

17 A. We talked earlier about NCI being a  
18 particular specific layout for Dollar General  
19 that has more non-core sort of surprise and  
20 delight treasure hunt product. When -- when  
21 that first launched it was very successful.  
22 And so the merchant were -- the merchants were  
23 very interested, well, we know we can't  
24 replicate this throughout all of our layouts.

1 There isn't room or, you know, whatever  
2 physical barriers that might be so they came  
3 up with what would be a light version. And  
4 the light version was -- was simply a  
5 reduction in space of -- you know, in a  
6 regular NCI store it might be X-number of  
7 sections. In the light stores it was maybe  
8 half that.

9 Q. Okay?

10 A. Now, we could provide a treasure hunt  
11 experience to the customer in those stores,  
12 just not at the same scale.

13 Q. Okay. It looks like on February 2nd  
14 at 11:34 -- I'm looking at the bottom of the  
15 page -- you're asking Caleb to shoot you over  
16 to review prior to handing off to Driveline.  
17 Do you see that?

18 A. I do.

19 Q. What is Driveline?

20 A. Driveline is a third-party vendor  
21 that performs merchandising work for Dollar  
22 General.

23 Q. Do you guys still use Driveline?

24 A. We do.

1 Q. A third-party vendor that provides  
2 merchandising work, correct?

3 A. That's correct. Resetting  
4 plan-o-grams, predominantly.

5 Q. So they're the experts on how to  
6 layout products on a plan-o-gram to maximize  
7 sales?

8 MR. TAYLOR: Objection to form.

9 BY MR. EDWARDS:

10 Q. Is that what you mean by  
11 merchandising?

12 A. No. They are executioners. So  
13 they -- they take the -- so, you know, we  
14 talked about the plan-o-gram bag that comes in  
15 the fullment center and the store takes that  
16 bag and it's got strips and it's got a  
17 schematic. Well, in some of these  
18 plan-o-grams the merchandising team or vendors  
19 pay Driveline to go in and execute that  
20 schematic and those shelf strips.

21 Q. Okay?

22 A. Not performed by a Dollar General  
23 employee but performed by Driveline.

24 Q. Okay. So it appears -- I'm looking

1 at Caleb's e-mail to you, it appears that on a  
2 call a district manager had brought up a  
3 concern around pricing. Do you see that?  
4 Looking at the sentence of the first  
5 paragraph?

6 A. I'm reading it now. Okay. This was  
7 right around that time frame. Actually very  
8 very early when we first started to see an  
9 increase in core labels. But, yes, I'm -- I'm  
10 familiar with what Caleb is talking about.

11 Q. You say, around the time we started  
12 seeing an increase in core labels, are you  
13 talking about an increase in overcharging?

14 A. No.

15 MR. TAYLOR: Objection to form. You  
16 can answer.

17 A. No, I'm -- I'm referring to the year  
18 of 2022, coming out of Covid, being an  
19 unprecedented time with price increases.

20 Q. Okay.

21 A. So -- yeah, I refer to that several  
22 times throughout that it was the sheer number  
23 due to inflation, passing along cost increases  
24 from vendors. There were a large number of

1 shelf labels in '22. And our fiscal year  
2 starts in February. We certainly -- it was  
3 way too early to see that, you know, but it  
4 did start in 2022.

5 Q. 2022 is when you -- when Dollar  
6 General realized that it needed to make  
7 changes to pricing policies to address the  
8 increase -- overall increase in prices that  
9 were being seen?

10 MR. TAYLOR: Objection to form. You  
11 can answer.

12 A. As the year unfolded and it wasn't  
13 readily apparent at the beginning of the year.  
14 But yes, as I referred to before, it was -- as  
15 it unfolded, these were just numbers we had  
16 never seen before.

17 BY MR. EDWARDS:

18 Q. In terms of the number of price  
19 increases?

20 A. Price -- price increases, yes.

21 Q. So inflation was happening. The cost  
22 of products in your stores was going up,  
23 correct?

24 A. That's right.



1 Q. So for Dollar General to continue to  
2 operate at a sufficient profit you had to  
3 increase the prices that you sold those  
4 products for, correct?

5 MR. TAYLOR: Objection to form. You  
6 can answer.

7 A. You know, the vendor -- in a lot of  
8 cases the vendor -- we all experienced as  
9 customers things being out of stock because,  
10 you know, vendors couldn't keep up with  
11 production or they didn't have people to work  
12 in their -- in their factories and warehouses.  
13 They reformulated a lot of products and -- and  
14 also came up with new products. As the  
15 infusion of those type of assortment changes  
16 came in, along with what we were already  
17 carrying from the vendors, we experienced  
18 price increases. They passed on cost  
19 increases to us.

20 Q. You had to pass those along to the  
21 consumer, right, to continue to operate at a  
22 profit?

23 MR. TAYLOR: Objection to form. You  
24 can answer.

1 A. Yes.

2 BY MR. EDWARDS:

3 Q. So let's walk through this e-mail.  
4 Caleb states: On the call a DM had brought up  
5 a concern around pricing since our labels are  
6 printed weeks in advance.

7 Did I read that right?

8 A. You read this right, yes.

9 Q. It then it goes on to state: It is  
10 many changes as we are seeing on a weekly  
11 basis there is a certain that after the new  
12 strips are installed by Driveline, we could  
13 have many products that are not reflective of  
14 the new price, putting us in a compliance  
15 risk.

16 Explain what is going on here?

17 A. Sure. So what's going on here -- you  
18 know, thankfully there was a solve -- what's  
19 going on here is 8 weeks in advance of this  
20 NCI light project. The project center that  
21 essentially has an order from Dollar General  
22 to print these plan-o-grams, to print these  
23 shelf strips, to print these labels for our  
24 NCI light project. In order for that vendor

1 to be able to fulfill those orders, they're  
2 going to start that work 6 to 8 weeks in  
3 advance, and in years prior had not been an  
4 issue. In this new environment in 2022, it  
5 becomes an issue. Because NCI light boxes are  
6 being prepared 6 to 8 weeks in advance. When  
7 they land in the store in February, some price  
8 changes had been taken that impact what is in  
9 that box.

10 That is what Caleb is saying.

11 Q. Right. So by the time the -- the  
12 pre-printed strips come from Driveline, the  
13 price had already gone up but the strips  
14 didn't reflect it?

15 A. That's correct.

16 Q. Okay?

17 A. And, you know, they're -- so Caleb is  
18 bringing that to me based on what he heard  
19 from the district manager, so that we can get  
20 to a solution.

21 Q. Okay. And this was would have been  
22 nationwide, I presume, not any particular  
23 state?

24 A. That's correct. It would have

1     been -- it would have been nationwide.

2           Q.     Okay. And what was -- what was the  
3     solution and when was it put into effect?

4           A.     The solution that -- and Caleb really  
5     presents part of it in his e-mail as well as  
6     you can see. There is two solutions to this  
7     issue. And so Caleb describes one solution,  
8     printing plan-o-grams which is a solution.  
9     The other solution is what we've talked about  
10    earlier and that's a force print. So once we  
11    found out -- and all of this unfolding in real  
12    time like, oh, wow, yeah. Now these boxes  
13    have strips that have some number of incorrect  
14    prices on them, how are we going to solve  
15    that? So the way that we solved it was to  
16    send a force print. So, you know, we have a  
17    SKU list of what went in these boxes for the  
18    NCI lights and we partnered, you know, with  
19    the appropriate teams. And the reason that we  
20    choose to do a force print is we don't want to  
21    put that on the store to have to go do manual  
22    scanning and spending time bringing up  
23    plan-o-grams and printing them, when it's  
24    something that someone upstream can do. That

1 is so much more efficient.

2 Q. Okay.

3 A. So to solve this, we did force  
4 prints.

5 MR. EDWARDS: Let's take what I hope  
6 is our last break of the day.

7 THE WITNESS: Sounds good.

8 (WHEREUPON, A BRIEF RECESS WAS TAKEN  
9 AND THE PROCEEDINGS CONTINUED AS FOLLOWS:)  
10 BY MR. EDWARDS:

11 Q. All right. So while we had a break,  
12 I messed up my exhibits a little bit. So what  
13 I'd like for you to do is just skip ahead to  
14 Exhibit 16? We'll just skip Exhibit 15.

15 (WHEREUPON, THE ABOVE-MENTIONED  
16 DOCUMENT WAS MARKED AS Exhibit NO. 16 TO THE  
17 TESTIMONY OF THE WITNESS, AND IS ATTACHED  
18 HERETO.)

19 BY MR. EDWARDS:

20 Q. And just --

21 A. It's not here, but let me refresh and  
22 try again.

23 THE WITNESS: Do you have it, Trent?

24 MR. TAYLOR: I do.

1           A.     Okay, there it is.   Okay, I see it  
2     now.

3     BY MR. EDWARDS:

4           Q.     Okay.   So I'm looking at an e-mail  
5     from Mark Cartwright.   Do you know Mark  
6     Cartwright?

7           A.     I do not.

8           Q.     Okay.   It appears that he's one of  
9     the district managers from the e-mail?

10          A.     That is in his signature, yes.

11          Q.     Okay.   So here he is reaching out to  
12     store compliance and a lot of operations  
13     communications and some other individuals.   Do  
14     you see that?

15          A.     I do.

16          Q.     And this is in May of 2022.   Do you  
17     see that?

18          A.     I do.

19          Q.     This appears to be addressing the  
20     same problems that we looked at in the  
21     previous exhibit related to Driveline and this  
22     issue about Driveline doing plan-o-grams with  
23     pricing that are sometimes many weeks old.  
24     Does that appear to be the case to you?

1 MR. TAYLOR: Objection to form. You  
2 can answer.

3 A. Reading through it, it does appear to  
4 be the same -- the same situation with a group  
5 of POGs that he has discovered in his stores  
6 from Driveline.

7 BY MR. EDWARDS:

8 Q. And just to refresh, when Caleb  
9 brought this to your attention in the previous  
10 exhibit that was on February 22nd, 2022, and  
11 this e-mail dated May 20th, 2022, indicates  
12 that the problem was still ongoing; is that  
13 fair?

14 MR. TAYLOR: Objection to form.  
15 Objection, misstates prior testimony. You can  
16 answer.

17 A. What we talked about prior was a  
18 project -- was an initiative project. So this  
19 is part of our regular plan-o-gram season.  
20 So, you know, typically on projects those do  
21 get printed way in advance. In the case of  
22 POGs -- what I think Mark is saying here is  
23 the same situation, different -- you know,  
24 different things. This is now -- this is now

1 affecting some plan-o-grams according to Mark.

2 BY MR. EDWARDS:

3 Q. Okay. Did the situation that Caleb  
4 brought up on February 2nd, 2022, after he had  
5 a call with a DM not involve plan-o-grams?

6 MR. TAYLOR: Objection to form. You  
7 can answer.

8 A. It -- it involved a non-core  
9 initiative project. So, I mean, the answer to  
10 that is, no, it didn't involve plan-o-grams.  
11 It was a project for a group of specific  
12 stores related to non-core project -- or  
13 non-core product.

14 BY MR. EDWARDS:

15 Q. Okay. Yeah, because if we go back --  
16 well, the document -- the document speaks for  
17 itself. It does speak to plan-o-gram labels  
18 but --

19 MR. TAYLOR: Hold on. Hold on. Time  
20 out. You can't testify for the witness. If  
21 you want to ask a question, ask your question.

22 MR. EDWARDS: Yeah, I was in the  
23 middle of asking a question when you jumped in  
24 there, Trent. Let's go --



1 MR. TAYLOR: Free feel to --

2 BY MR. EDWARDS:

3 Q. Let's go back to Exhibit 14. Trent  
4 wants to do this the long way, we can do that.  
5 Go back to Exhibit 14, please?

6 MR. TAYLOR: Then I'm just going to  
7 go on the record, Adam, you cannot testify for  
8 the witness, okay? That's not the long way,  
9 that's the correct way.

10 MR. EDWARDS: Trent, I'm certainly  
11 aware of the law just like you're aware of the  
12 law that states that you can't testify during  
13 a deposition that I am taking. So please make  
14 your objections, keep them to form and don't  
15 give me legal advice because I know -- I know  
16 how to take a deposition. But I appreciate  
17 it?

18 BY MR. EDWARDS:

19 Q. Let's go to exhibit --

20 MR. TAYLOR: Adam, I'm going to put  
21 on the record, I don't think it's appropriate  
22 for you to testify for the witness. Ask your  
23 next question?

24 MR. EDWARDS: Trent, I'm trying to

1 ask my next question. Please shut up so I can  
2 do that.

3 BY MR. EDWARDS:

4 Q. Please go to Exhibit 14.

5 MR. TAYLOR: Adam -- Adam, I'm not  
6 going to let you tell me to shut up on the  
7 record. That is inappropriate.

8 MR. EDWARDS: Please stop talking so  
9 I can ask the question.

10 MR. TAYLOR: So ask your question.

11 BY MR. EDWARDS:

12 Q. Please turn to Exhibit 14? That is  
13 the 4th time I've tried?

14 A. We are there. We are at Exhibit 14.

15 Q. Thank you. Exhibit 14, the last  
16 bullet point under project week. Will you  
17 please read that?

18 A. To insure pricing on all items are  
19 correct, print the new plan-o-gram labels for  
20 the store net PC and audit the areas that  
21 receive plan-o-gram strips during the remodel  
22 with an HHC. Labels printed from store net PC  
23 will be the most up-to-date.

24 Q. Does that suggestion refer to

1 plan-o-grams?

2 MR. TAYLOR: Objection to form. You  
3 can answer.

4 A. It -- it does. And as I understand  
5 NCI projects, they involve non-core product.  
6 So I'm unsure, in this example -- and I'm --  
7 based on what I'm looking at, I'm looking  
8 at -- and this is just based on my history and  
9 working with Driveline -- I'm looking at a  
10 copy paste from a letter of authorization.  
11 So, you know, this to me -- I don't understand  
12 the last bullet point because NCI is a  
13 non-core initiative.

14 Q. Okay.

15 A. It doesn't have plan-o-grams.

16 Q. So let's go to his e-mail to you.  
17 The body of the e-mail itself, back on Exhibit  
18 14. Do you see the next to last sentence  
19 which starts with "our best practice in  
20 Kansas"?

21 A. I do. And what Caleb is referring to  
22 there --

23 Q. So will you just read that for me?

24 A. Our best practice in Kansas to insure

1 we are in compliance was to print the  
2 plan-o-gram labels from the office printer if  
3 we had any plan-o-grams done that were several  
4 weeks behind to insure we captured any pricing  
5 changes that may have occurred before the set  
6 was completed. I have incorporated the best  
7 practice info into the conference call notes  
8 below.

9 So from that I glean that Caleb took  
10 something from his experience as a DM related  
11 to plan-o-grams and added it as a bullet point  
12 to a non-core initiative project. And the  
13 non-core project doesn't -- doesn't include  
14 plan-o-grams.

15 Q. So as I understood at a high level,  
16 this e-mail exchange from your testimony  
17 before -- correct me if I'm wrong -- I  
18 understood there to be a problem that Caleb  
19 was identifying wherein price changes were  
20 happening at an increased rate, correct?

21 A. Correct.

22 MR. TAYLOR: Objection to form. You  
23 can answer.

24 BY MR. EDWARDS:

1 Q. And the materials being sent or being  
2 placed by Driveline often include prices that  
3 were in some cases weeks old?

4 MR. TAYLOR: Objection to form.

5 BY MR. EDWARDS:

6 Q. Is that right?

7 A. That's correct. There is one  
8 important distinction in that this is a --  
9 this is a non-core project that is a launch.  
10 It's new. And so it doesn't exist in the  
11 store yet.

12 Q. Okay.

13 A. And because it doesn't exist in the  
14 store, labels and strips have to be provided.  
15 And so what happened in this scenario is there  
16 were files for this project that were wrapped  
17 up, submitted, off to press we go, you know, 8  
18 and 10 weeks in advance to support the zone  
19 core project. Because some non-core does  
20 have -- they do have price labels. In the  
21 meantime, someone -- probably the pricing  
22 team -- took increases on this non-core  
23 product. Because during -- during the time of  
24 unprecedented price changes, we not only

1 changed prices on core products, we changed  
2 prices on some non-core products as well.

3 Q. Okay. So let's go back to Exhibit  
4 16.

5 A. Okay.

6 Q. This e-mail from Mark Cartwright, if  
7 you would, read the second sentence through  
8 the end of that paragraph please? The  
9 sentence that starts with "stores are getting  
10 price changes"?

11 A. Store are getting price changes on a  
12 weekly basis which are hung each Tuesday and  
13 reflected at the POS. Driveline then  
14 completes a POG revision and hangs the strips  
15 that were printed several weeks in the past  
16 which represented the old retails. This is  
17 causing numerous price variations across all  
18 stores and is placing Dollar General at risk  
19 for service disruption and fines from state  
20 and federal government agencies.

21 Q. Okay. Then he lists a number of  
22 specific examples, correct?

23 MR. TAYLOR: Objection to form. You  
24 can answer?

1           A.    He does list examples here.  Yes, I  
2    see those.

3    BY MR. EDWARDS:

4           Q.    And then he -- why don't you read me  
5    the last sentence on the page, please?

6           A.    Thank you in advance for your support  
7    or?

8           Q.    No, sorry.  The last sentence that is  
9    on that page?

10          A.    It cares.

11          Q.    It starts with "this is happening"?

12          A.    Poor grammar here.  It starts with  
13   this is happening.

14          Q.    Yes, right under the examples.

15          A.    Okay.  What -- what am I missing  
16   here?  Right under the examples.  I got you.  
17   This is happening across all districts as I  
18   have spoken to my peers.

19          Q.    Okay.  So Mark is a district  
20   manager -- it appears from -- correct?

21          A.    He is, from his signature.

22          Q.    All right.  It appears from this  
23   e-mail that he's spoken to his peers, other  
24   district managers, correct?

1 A. That's --

2 MR. TAYLOR: Object to the form.

3 A. That's what he's stating.

4 BY MR. EDWARDS:

5 Q. And this problem that he described  
6 that you just read appears to be happening  
7 across all districts according to  
8 Mr. Cartwright, correct?

9 MR. TAYLOR: Objection to form. You  
10 can answer.

11 A. That is what he is stating, yes.

12 BY MR. EDWARDS:

13 Q. Okay. Do you know or do you have --  
14 do you disagree that this issue with Driveline  
15 hanging up prices that didn't reflect in some  
16 cases the price changes for these products do  
17 you know if that was completely resolved at  
18 some point?

19 MR. TAYLOR: Objection to form. You  
20 can answer.

21 A. This does not -- I don't have  
22 personal knowledge of this. This does not --  
23 it doesn't appear -- you know, this is an  
24 e-mail exchange. What I don't see here --



1 what I don't have knowledge of is how does  
2 store compliance respond.

3 BY MR. EDWARDS:

4 Q. Right?

5 A. So, you know, we see it's from  
6 Johanna but I don't see how store compliance  
7 responded to it. And -- and I don't know.

8 Q. So sitting here today, you don't know  
9 one way or the other whether this issue with  
10 Driveline has been fixed?

11 MR. TAYLOR: Objection to form. You  
12 can answer.

13 A. Sitting here today, the issue with  
14 Driveline -- the one that is mentioned here  
15 has been solved systemically with force  
16 prints.

17 BY MR. EDWARDS:

18 Q. Okay. And force prints came along  
19 early 2023; is that right?

20 MR. TAYLOR: Objection to form. You  
21 can answer.

22 A. I don't recall the exact time. It  
23 may have been -- it may have been Q-4 of last  
24 year. I just -- I don't have recall of what

1 the exact date was.

2 BY MR. EDWARDS:

3 Q. So our -- sorry. You go ahead?

4 A. No, you're fine. Go ahead?

5 Q. It looks like force print was  
6 introduced at the end of 2022 and implemented  
7 in 2023. Does that sound right?

8 MR. TAYLOR: Objection to form. You  
9 can answer.

10 A. I -- I would only be speculating if I  
11 said that because it did -- I believe so but I  
12 don't have personal knowledge of -- or can't  
13 recall the exact date.

14 BY MR. EDWARDS:

15 Q. Okay, I appreciate that.

16 How were -- how did the  
17 communication work with Driveline? In other  
18 words, who communicated with Driveline about  
19 assignments?

20 MR. TAYLOR: Objection to form. You  
21 can answer.

22 BY MR. EDWARDS:

23 Q. Or what department?

24 A. It's -- it's a different area of the

1 company. It resides under merchandising  
2 support. Driveline there is -- you know,  
3 they're a third-party vendor. And so  
4 oversight of Driveline is managed by -- who is  
5 a currently vice president in merchandising  
6 support.

7 Q. What his or her name?

8 A. His name is Scott Miller,

9 Q. Scott Miller. Okay.

10 MR. EDWARDS: I'm going to mark  
11 Exhibit 17. This is a big one. I'll warn  
12 you, it's a spreadsheet. So --

13 A. Okay.

14 Q. I'll give you plenty of time to let  
15 that load.

16 (WHEREUPON, THE ABOVE-MENTIONED  
17 DOCUMENT WAS MARKED AS Exhibit NO. 17 TO THE  
18 TESTIMONY OF THE WITNESS, AND IS ATTACHED  
19 HERETO.)

20 A. All right. It's coming over.

21 MR. EDWARDS: Shoot. I think I might  
22 have to do it again because I don't know if my  
23 sticker worked. It's not stickered. Okay.  
24 I'm going to sticker it. You know, it's it we

1 let me unlabel to do the stamp. Well, that's  
2 okay. Maybe the court reporter can figure out  
3 how to put a stamp on this big spreadsheet.  
4 Actually, this is not a -- this is not a super  
5 big spreadsheet. I think it might be the next  
6 one.

7 BY MR. EDWARDS:

8 Q. I'm just going to ask you if you know  
9 what this is? Have you ever seen this before  
10 or do you have any idea what data this might  
11 reflect?

12 A. Well, when I look at the data I -- I  
13 understand the headers of the -- with the  
14 columns. What -- you know, what it doesn't  
15 have is it doesn't have a title of -- you  
16 know, there is no report title. So it has  
17 store numbers, it has an inspection date, the  
18 number of items expected -- inspected, an  
19 overcharge error rate and a penalty. So I  
20 understand the columns. I don't necessarily  
21 understand, you know, a date range or -- I  
22 don't know store numbers by heart necessarily  
23 of --

24 Q. Right?

1 A. -- what areas or anything.

2 Q. Do you know if these reflect internal  
3 audits?

4 MR. TAYLOR: Objection to form. You  
5 can answer.

6 A. Well -- and, you know, by the -- when  
7 you say, internal audit, and as I'm looking at  
8 this, there is a penalty associated with  
9 these.

10 BY MR. EDWARDS:

11 Q. Yeah, that's why I was asking. The  
12 number of items inspected is 50, which is  
13 consistent with some of the internal audits  
14 that I've seen from Dollar General, but then  
15 there is a \$300 flat fee penalty page that  
16 doesn't make sense I wonder if it makes sense  
17 to you?

18 A. It does not. The 50 is -- is the  
19 number on our store compliance visit, but, you  
20 know, we don't do internal findings so I'm not  
21 sure what it is.

22 Q. Right. You're familiar with a lot of  
23 these governmental audits, the way they work.  
24 Have you ever seen -- have you ever seen a

1 governmental audit which charged the same  
2 penalty at a 6 percent error rate versus a 34  
3 percent error rate, for example?

4 MR. TAYLOR: Objection to form. You  
5 can answer.

6 A. I can't -- you know, I can't -- as  
7 many violations, you know, over the -- you  
8 know, over the years, I have seen violations.  
9 It seems odd to me that you would have a 6  
10 percent at \$300 and then a 30 percent at \$300.

11 BY MR. EDWARDS:

12 Q. Right. Usually the fines go up with  
13 the -- the worst of the violation, right?

14 A. Without a header of the methodology  
15 they used, it's -- it's -- you just don't  
16 know.

17 MR. EDWARDS: All right. What I feel  
18 will be the last exhibit -- unless me and  
19 Trent get to scrapping again maybe that will  
20 throw a few more. I apologize for saying shut  
21 up by the way.

22 MR. TAYLOR: That's okay.

23 MR. EDWARDS: It's late and that's  
24 not okay, so I apologize. It's getting late

1 here and I'm getting hungry, so we need to  
2 wrap this up.

3 MR. TAYLOR: Adam, Exhibit 18 looks  
4 to be the same as Exhibit 17. I don't know if  
5 that was your intention?

6 MR. EDWARDS: No.

7 THE WITNESS: It's good a thing these  
8 are coming up for you quickly, Trent.

9 MR. EDWARDS: All right. So now  
10 Exhibit 18 is just a duplicate of Exhibit 17?

11 (WHEREUPON, THE ABOVE-MENTIONED  
12 DOCUMENT WAS MARKED AS EXHIBIT NO. 18 TO THE  
13 TESTIMONY OF THE WITNESS, AND IS ATTACHED  
14 HERETO.)

15 MR. EDWARDS: And this will now be  
16 Exhibit 19.

17 (WHEREUPON, THE ABOVE-MENTIONED  
18 DOCUMENT WAS MARKED AS Exhibit NO. 19 TO THE  
19 TESTIMONY OF THE WITNESS, AND IS ATTACHED  
20 HERETO.)

21 MR. EDWARDS: Because there may be a  
22 way to figure out how to mark the exhibit box  
23 but I haven't figured it out. I don't think  
24 it lets you delete them.

1 BY MR. EDWARDS:

2 Q. Okay. Just let me know when you're  
3 there?

4 A. Okay. Just waiting for it to come  
5 up. Okay. Is this 6 pages with a header at  
6 the top that says, NOV Report. Is that what I  
7 should be looking at?

8 BY MR. EDWARDS:

9 Q. Correct. That's correct?

10 A. Okay. Because it's marked 18 --  
11 well, it's marked Exhibit 19, 18 spreadsheet.

12 Q. Right?

13 A. Okay.

14 Q. Is this a document that you're  
15 familiar with?

16 A. I'm just reviewing the -- I  
17 understand the data that is on the document.  
18 I'm not -- I don't recall this coming to me in  
19 the form of an e-mail. It's not familiar to  
20 me in that way. It has an odd formatting to  
21 it.

22 Q. It does. What is -- do you know what  
23 NOV is?

24 A. Notice of violation.



1 Q. Okay. So this appears to summarize  
2 in New York, pricing violations in 2021. Is  
3 that what it looks like to you?

4 A. If I scroll through trying to get  
5 down to page 3 there is Erie. I don't  
6 understand page 4. There is more Erie. Yeah,  
7 that is what it appears to be.

8 Q. Okay. All right. And unlike the  
9 last document, this appears to be kind of all  
10 over the place in terms of the -- the fine  
11 exposure amount, right? They vary.

12 MR. TAYLOR: Objection to form. You  
13 can answer.

14 BY MR. EDWARDS:

15 Q. Do you see the fine exposure amounts  
16 vary?

17 A. I do. I see that there are no  
18 amounts and then varying amounts from 100 on  
19 up.

20 Q. I think I understand what NOV  
21 inspection type weights and measures means.  
22 Do you know what UPC means?

23 A. UPC stands for universal product code  
24 and so I know what a UPC is. It's a number

1 with an accompanying barcode -- in the context  
2 of this report, I don't know how they're using  
3 it.

4 Q. Yeah. Okay. I don't either, thought  
5 I would ask.

6 MR. EDWARDS: Okay. I am at the end  
7 of my list of things to ask you about. Give  
8 me 5 minutes to talk with co-counsel and then  
9 I suspect we'll wrap it up. Sound good?

10 MR. TAYLOR: Sounds good.

11 THE WITNESS: Sounds good.

12 MR. EDWARDS: Okay. Thank you.

13 (WHEREUPON, A BRIEF RECESS WAS TAKEN  
14 AND THE PROCEEDINGS CONTINUED AS FOLLOWS:)

15 MR. EDWARDS: All right. I have no  
16 more questions for this witness.

17 MR. TAYLOR: All right. I don't have  
18 any questions either, so I guess we're done.  
19 And Madam Court Reporter, I don't know if  
20 there is any other administrative things that  
21 you need from us, but we'll read and sign.

22

23 (WHEREUPON, THE DEPOSITION CONCLUDED  
24 AT 5:28 p.m.)

1  
2  
3  
4  
5  
6  
7  
8  
9  
10  
11  
12  
13  
14  
15  
16  
17  
18  
19  
20  
21  
22  
23  
24

(AND FURTHER DEPONENT SAITH NOT)  
(SIGNATURE NOT WAIVED)

C E R T I F I C A T E

STATE OF TENNESSEE

COUNTY OF SHELBY

I, Dana May Webb, LCR #109, Licensed Court Reporter, in and for the State of Tennessee, do hereby certify that the above proceeding was reported by me, and the transcript is a true and accurate record to the best of my knowledge, skills, and ability.

I further certify that I am not related to nor an employee of counsel or any of the parties to the action, nor am I in any way financially interested in the outcome of this case.

I further certify that I am duly licensed by the Tennessee Board of Court Reporting as a Licensed Court Reporter as evidenced by the LCR number and expiration date following my name below.

I further certify that this transcript is the work product of this court reporting agency and any unauthorized reproduction and/or transfer of it will be in violation of Tennessee Code Annotated 39-14-104, Theft of Services.



Dana May Webb, CCR, LCR #109  
Expiration Date 06-30-2024  
VERITEXT CORPORATION  
236 Adams Avenue  
Memphis, Tennessee 38103

1 Trent Taylor, Esq.

2 rtaylor@mcguirewoods.com

3 December 28, 2023

4 RE: Wolf, Joseph, Et Al. v. Dollar General Corporation, Et Al.  
5 12/14/2023, Mia Savaloja, Volume II (#6347862)

6 The above-referenced transcript is available for  
7 review.

8 Within the applicable timeframe, the witness should  
9 read the testimony to verify its accuracy. If there are  
10 any changes, the witness should note those with the  
11 reason, on the attached Errata Sheet.

12 The witness should sign the Acknowledgment of  
13 Deponent and Errata and return to the deposing attorney.  
14 Copies should be sent to all counsel, and to Veritext at  
15 transcripts-fl@veritext.com

16  
17 Return completed errata within 30 days from  
18 receipt of testimony.

19 If the witness fails to do so within the time  
20 allotted, the transcript may be used as if signed.

21  
22 Yours,

23 Veritext Legal Solutions  
24  
25

1 Wolf, Joseph, Et Al. v. Dollar General Corporation, Et Al.  
2 Mia Savaloja, Volume II (#6347862)

3 E R R A T A S H E E T

4 PAGE\_\_\_\_\_ LINE\_\_\_\_\_ CHANGE\_\_\_\_\_

5 \_\_\_\_\_

6 REASON\_\_\_\_\_

7 PAGE\_\_\_\_\_ LINE\_\_\_\_\_ CHANGE\_\_\_\_\_

8 \_\_\_\_\_

9 REASON\_\_\_\_\_

10 PAGE\_\_\_\_\_ LINE\_\_\_\_\_ CHANGE\_\_\_\_\_

11 \_\_\_\_\_

12 REASON\_\_\_\_\_

13 PAGE\_\_\_\_\_ LINE\_\_\_\_\_ CHANGE\_\_\_\_\_

14 \_\_\_\_\_

15 REASON\_\_\_\_\_

16 PAGE\_\_\_\_\_ LINE\_\_\_\_\_ CHANGE\_\_\_\_\_

17 \_\_\_\_\_

18 REASON\_\_\_\_\_

19 PAGE\_\_\_\_\_ LINE\_\_\_\_\_ CHANGE\_\_\_\_\_

20 \_\_\_\_\_

21 REASON\_\_\_\_\_

22 \_\_\_\_\_

23 \_\_\_\_\_

24 Mia Savaloja, Volume II Date

25 \_\_\_\_\_

1 Wolf, Joseph, Et Al. v. Dollar General Corporation, Et Al.  
2 Mia Savaloja, Volume II (#6347862)

3 ACKNOWLEDGEMENT OF DEPONENT

4 I, Mia Savaloja, Volume II, do hereby declare that I  
5 have read the foregoing transcript, I have made any  
6 corrections, additions, or changes I deemed necessary as  
7 noted above to be appended hereto, and that the same is  
8 a true, correct and complete transcript of the testimony  
9 given by me.

10  
11 \_\_\_\_\_  
12 Mia Savaloja, Volume II Date

13 \*If notary is required

14 SUBSCRIBED AND SWORN TO BEFORE ME THIS  
15 \_\_\_\_\_ DAY OF \_\_\_\_\_, 20\_\_\_\_.

16  
17  
18 \_\_\_\_\_  
19 NOTARY PUBLIC  
20  
21  
22  
23  
24  
25

[00558 - 24th]

Page 242

<b>0</b>	<b>13</b> 139:16 197:7 197:9 203:16 <b>130</b> 138:4 <b>14</b> 136:16 139:17 205:9,11 219:3,5 220:4 220:12,14,15 221:18 <b>141</b> 139:3 <b>142</b> 186:18 <b>14th</b> 137:2 <b>15</b> 139:18 194:15 202:23 215:14 <b>152</b> 139:8 <b>1520</b> 138:4 <b>16</b> 139:19 190:9 190:12 194:17 198:9,10,12,20 204:5,18,19,22 215:14,16 224:4 <b>166</b> 139:9 <b>169</b> 139:10 <b>17</b> 139:20,21 229:11,17 233:4 233:10 <b>17,550</b> 153:24 <b>173</b> 139:11 <b>179</b> 139:12 <b>17th</b> 155:1 166:13 173:2,11 173:13,17 174:16,20 175:7 <b>18</b> 139:21 160:21 203:16	233:3,10,12 234:10,11 <b>181</b> 139:13 <b>18th</b> 173:19 <b>19</b> 139:22 233:16,18 234:11 <b>190</b> 139:14 <b>194</b> 139:15 <b>198</b> 139:16 <b>1st</b> 147:24	<b>2023</b> 136:16 137:2 140:11 142:3 144:23 145:17 146:7,17 146:21 147:23 157:23 158:23 169:2 170:9 171:24 172:16 173:5,14,19 174:17,21 175:8 175:12 176:1 177:2 182:3 183:21 190:20 200:5,22 201:3 227:19 228:7 239:3 <b>2043</b> 150:2 <b>206</b> 139:17 <b>20th</b> 217:11 <b>21</b> 177:16 <b>216</b> 139:18,19 <b>22</b> 147:1,2 155:22 166:12 210:1 <b>22nd</b> 217:10 <b>230</b> 139:20 <b>23219</b> 138:13 <b>234</b> 139:21,22 <b>236</b> 136:21 138:23 238:21 <b>24</b> 187:22 <b>247-0080</b> 138:8 <b>24th</b> 171:24 172:15 173:4,14 174:17 175:8,12
<b>1</b>	<b>1</b> 183:10 190:10 192:16,19 194:5 194:13,14,17 195:8 197:2 202:16 204:7,20 <b>1.00</b> 165:2 <b>10</b> 139:13 163:21 180:8,11 194:13 223:18 <b>10.65</b> 165:11 <b>100</b> 154:19 157:2,15 177:9 235:18 <b>101</b> 138:4 <b>1065</b> 164:24 177:18 <b>109</b> 238:5,19 <b>11</b> 139:14 185:2 185:23 189:9,11 190:22 191:1 <b>11.78</b> 151:14 <b>1100</b> 138:7 <b>11:34</b> 207:14 <b>12</b> 139:15 193:16,18 196:14 <b>12/14/2023</b> 239:5	<b>2</b>	
		<b>2</b> 173:7 174:12 175:8 177:22,23 185:14 <b>20</b> 241:15 <b>2019</b> 187:2 <b>2020</b> 179:2 <b>2021</b> 191:3 195:10 201:10 235:2 <b>2022</b> 140:8 143:12 146:8,9 146:16,17 155:1 159:9 166:13 167:10 173:2,11 173:13 174:20 175:7 196:18 197:18,24 198:1 198:21 202:15 206:11 209:18 210:4,5 213:4 216:16 217:10 217:11 218:4 228:6	



[24th - accompanying]

Page 243

176:5 177:2 <b>26646</b> 238:19 <b>28</b> 239:3 <b>2:30</b> 137:5 <b>2nd</b> 206:11 207:13 218:4 <b>3</b>	<b>45</b> 158:18 161:20 <b>49</b> 185:2,11,19 <b>4th</b> 220:13 <b>5</b> <b>5</b> 139:8 151:22 151:24 153:16 164:13 172:20 173:2,11,12 175:5 177:24 178:7 203:7,12 203:15 204:8,12 204:20 236:8 <b>5-0</b> 164:19 <b>50</b> 158:17 160:3 160:14,20 231:12,18 <b>52</b> 145:12 <b>523-8974</b> 138:24 <b>53</b> 140:7,15 143:12 144:2 176:2 <b>5438</b> 177:14 <b>5450</b> 164:14 <b>569</b> 151:8 <b>58</b> 197:1 <b>5:28</b> 236:24 <b>5th</b> 197:18 202:15 <b>6</b> <b>6</b> 139:9 165:20 165:22 166:20 167:2 213:2,6	232:2,9 234:5 <b>6-14</b> 169:1,12 <b>6-14-23</b> 169:18 <b>63</b> 177:8 <b>6347862</b> 239:5 240:2 241:2 <b>68</b> 167:14,18,22 <b>7</b> <b>7</b> 139:10 168:11 168:13 <b>7-31</b> 183:10 184:3 <b>70</b> 203:14 <b>75</b> 142:21 <b>77</b> 202:16 <b>78</b> 155:6,22 172:20 <b>7:23</b> 136:7 <b>8</b> <b>8</b> 139:11 172:6,8 172:14 177:1 212:19 213:2,6 223:17 <b>8-1</b> 183:17 184:5 <b>800</b> 138:7,12 <b>865</b> 138:8 <b>8th</b> 167:10 <b>9</b> <b>9</b> 139:12 167:6 178:15,21 203:3 <b>9.65</b> 165:5 177:17	<b>90</b> 158:20 161:21 <b>901</b> 138:24 <b>901-523-8974</b> 136:22 <b>925</b> 167:6 <b>965</b> 164:23 <b>98</b> 192:24 194:4 194:9 195:7 196:6 <b>a</b> <b>ability</b> 191:3 238:7 <b>able</b> 143:9 148:12 181:2 192:15 213:1 <b>abnormally</b> 155:10 <b>above</b> 151:23 165:21 168:12 172:7 178:20 180:10 189:10 193:17 197:8 205:10,20 215:15 229:16 233:11,17 238:6 239:6 241:7 <b>absolutely</b> 157:12 <b>acceptable</b> 157:3 167:19 195:11 203:21 203:21 204:1 <b>accompanying</b> 163:23 236:1
---	---	--	---

## [accountability - answer]

Page 244

<b>accountability</b> 161:5,13 162:6	220:5,5 233:3	<b>affirmative</b> 191:20	<b>amounts</b> 235:15 235:18,18
<b>accuracy</b> 142:22 155:23 156:11	<b>adams</b> 136:21 138:23 238:21	<b>affordable</b> 187:7	<b>analyst</b> 192:3
157:1 158:10,18 161:16 166:13	<b>add</b> 180:8	<b>agencies</b> 224:20	<b>analytical</b> 149:4
167:13,18 177:2 177:6 189:5	<b>added</b> 159:6 222:11	<b>agency</b> 238:15	<b>analytics</b> 148:17 149:6 150:24
239:9	<b>additions</b> 241:6	<b>aggregates</b> 150:20	<b>anecdotal</b> 149:14
<b>accurate</b> 151:11 151:13 157:7	<b>address</b> 145:2 147:5 171:7,20	<b>aggregating</b> 150:22	<b>anecdotally</b> 147:16 176:15
173:24 238:7	190:20 210:7	<b>agree</b> 175:9,10 177:3 192:19	<b>annotated</b> 238:16
<b>accurately</b> 162:18	<b>addresses</b> 153:5 205:2	<b>ahead</b> 151:21 168:10 172:5	<b>announced</b> 200:12 201:9
<b>acknowledge...</b> 241:3	147:9 148:5 216:19	180:7 191:24 192:1 194:23	<b>answer</b> 140:13 142:5 143:2,14
<b>acknowledgm...</b> 239:12	<b>administration</b> 156:20	197:6 205:7 215:13 228:3,4	145:5 147:11,12 148:7,15 149:11
<b>acronym</b> 187:2	<b>administrative</b> 179:9,13 236:20	<b>aisle</b> 178:4	152:16 154:7,8 155:12 156:3,14
<b>action</b> 147:4,8 148:3,4 149:9	<b>administrator</b> 170:16,18	<b>al</b> 239:4,4 240:1 240:1 241:1,1	157:5 158:1 159:18 160:8
190:19 238:9	<b>advance</b> 212:6 212:19 213:3,6	<b>alex</b> 201:9	161:10 162:11 162:21 164:1
<b>activity</b> 142:6,7 183:7	217:21 223:18 225:6	<b>align</b> 204:10	165:15 167:21 169:23 170:1
<b>actual</b> 188:15	<b>advice</b> 219:15	<b>allotted</b> 239:20	175:18 176:13 176:14 177:5
<b>actually</b> 140:10 162:1 168:19	<b>advise</b> 176:9	<b>allow</b> 147:7 200:5	178:2 184:15,23 192:21 195:13
169:4,10 170:5 179:12 181:24	<b>aedwards</b> 138:9	<b>allows</b> 189:3 190:15	195:23 196:22 198:4,24 199:17
183:22 209:7 230:4	<b>affairs</b> 179:4	<b>alpha</b> 136:21 138:22	200:10 201:1 202:20 203:24
<b>adam</b> 138:6 168:21 173:15	<b>affect</b> 185:6 186:4	<b>alternative</b> 136:10	209:16 210:11
174:10 194:11 205:14 219:7,20	<b>affecting</b> 218:1	<b>amount</b> 159:15 160:22 235:11	
	<b>affects</b> 186:18		

[answer - bates]

Page 245

211:6,24 217:2 217:16 218:7,9 221:3 222:23 224:24 226:10 226:20 227:12 227:21 228:9,21 231:5 232:5 235:13 <b>answered</b> 149:11 <b>answers</b> 148:12 <b>apologize</b> 232:20,24 <b>apparent</b> 210:13 <b>appear</b> 189:2 216:24 217:3 226:23 <b>appeared</b> 179:12 <b>appears</b> 153:23 171:19 178:3 181:18 182:1 190:22 191:1 204:22 205:19 208:24 209:1 216:8,19 225:20 225:22 226:6 235:1,7,9 <b>appended</b> 241:7 <b>applicable</b> 239:8 <b>apply</b> 179:20 <b>appreciate</b> 170:3 219:16	228:15 <b>appropriate</b> 214:19 219:21 <b>approval</b> 156:21 <b>approximately</b> 137:5 <b>april</b> 147:24 197:18,24 198:21 202:15 <b>area</b> 147:13 166:17 188:3 228:24 <b>areas</b> 220:20 231:1 <b>arm</b> 151:5 <b>arno</b> 166:14,22 <b>asked</b> 149:11 174:11 <b>asking</b> 152:8 174:3 206:1 207:15 218:23 231:11 <b>assess</b> 147:7 148:12 190:16 200:6 <b>assessed</b> 153:24 <b>assigned</b> 190:12 <b>assignments</b> 228:19 <b>associated</b> 231:8 <b>assortment</b> 187:19 211:15	<b>attached</b> 152:1 165:23 168:14 172:9 178:22 180:12 189:12 193:19 197:10 205:12 215:17 229:18 233:13 233:19 239:11 <b>attention</b> 217:9 <b>attorney</b> 239:13 <b>audit</b> 140:8 141:1 142:2,22 144:3,21 158:3 158:6,11,16 159:13 160:13 160:14 161:1,11 175:14,21,24 177:22 220:20 231:7 232:1 <b>auditing</b> 161:23 <b>audits</b> 143:11 149:20 157:21 157:22 158:24 159:1,10 160:3 160:4,11,19,22 161:15 162:8,19 231:3,13,23 <b>authorization</b> 221:10 <b>available</b> 191:14 200:3 201:3,6,8 239:6 <b>avenue</b> 136:21 138:23 238:21	<b>average</b> 156:6 202:2,9,12 203:14 <b>aware</b> 143:19 157:20 219:11 219:11 <b>b</b> <b>b</b> 136:8 149:1 <b>back</b> 140:6 147:21 152:20 153:18 159:8 173:8 183:14 191:3 195:9 196:5 200:17 201:11 204:17 218:15 219:3,5 221:17 224:3 <b>bag</b> 208:14,16 <b>balanced</b> 182:22 <b>barcode</b> 236:1 <b>barriers</b> 207:2 <b>based</b> 154:8 161:11 176:24 183:8 190:14 192:9 213:18 221:7,8 <b>basically</b> 144:6 153:7 <b>basis</b> 163:5 164:6 212:11 224:12 <b>bates</b> 164:13 177:14 191:19
---	--	--	---

[beginning - cetera]

Page 246

<b>beginning</b> 137:4 142:3 147:14 158:23 193:8 204:18 210:13 <b>behalf</b> 136:4 137:3 <b>behavior</b> 163:11 <b>behest</b> 158:12 <b>believe</b> 145:12 146:5 168:19 172:6 202:8 203:9 204:11 228:11 <b>bessy</b> 168:3 <b>best</b> 148:10 182:20 198:15 198:21 206:1 221:19,24 222:6 238:7 <b>better</b> 167:14 181:7 <b>bi</b> 199:19,19,23 200:2,21 201:2 <b>big</b> 141:13 142:2 144:21 175:14 180:19 229:11 230:3,5 <b>bigger</b> 180:15 <b>bit</b> 150:15 153:19 166:7 170:22 215:12 <b>blaich</b> 148:24 <b>blankets</b> 187:8 <b>blip</b> 183:1	<b>blue</b> 188:6 <b>blurry</b> 203:1,18 <b>board</b> 238:12 <b>body</b> 221:17 <b>bonnie</b> 168:2,3 168:4 <b>bottom</b> 177:15 190:9 207:14 <b>box</b> 213:9 233:22 <b>boxes</b> 171:13 213:5 214:12,17 <b>break</b> 178:7 201:16 215:6,11 <b>breakdown</b> 188:14 202:7,9 202:10 <b>breaks</b> 159:14 160:5 <b>brief</b> 178:10 181:11 189:21 215:8 236:13 <b>bringing</b> 213:18 214:22 <b>brought</b> 209:2 212:4 217:9 218:4 <b>brunswick</b> 138:5 <b>bryson</b> 138:6 <b>bullet</b> 183:13 185:12,14 220:16 221:12 222:11	<b>bunch</b> 161:9 183:3 <b>business</b> 148:17 149:6 150:24 <b>c</b> <b>c</b> 138:1 149:1 238:1,1 <b>caleb</b> 180:2,3 181:17 182:24 183:6,24 185:4 206:11 207:15 209:10 212:4 213:10,17 214:4 214:7 217:8 218:3 221:21 222:9,18 <b>caleb's</b> 182:16 209:1 <b>calendar</b> 140:10 140:17 176:4 <b>call</b> 144:9,12,15 153:11 155:22 158:19 159:5 187:4 206:15,16 209:2 212:4 218:5 222:7 <b>called</b> 143:24 187:11 <b>canal</b> 138:12 <b>candles</b> 187:8 <b>capped</b> 145:24 <b>captured</b> 171:1 222:4 <b>capturing</b> 159:22 170:16	170:18 192:8,11 <b>cares</b> 225:10 <b>carmen</b> 136:4 <b>carrier</b> 176:21 <b>carrying</b> 211:17 <b>cartwright</b> 216:5,6 224:6 226:8 <b>case</b> 136:7 216:24 217:21 238:10 <b>cases</b> 169:19 211:8 223:3 226:16 <b>categories</b> 141:7 141:10,13 <b>category</b> 188:18 <b>causing</b> 224:17 <b>cc</b> 153:10,11 170:13 <b>ccr</b> 238:19 <b>center</b> 208:15 212:20 <b>certain</b> 168:23 212:11 <b>certainly</b> 155:14 164:5,5 176:6 196:6,9 210:2 219:10 <b>certify</b> 238:6,8 238:11,14 <b>cetera</b> 194:15 194:15 200:8 201:17
---	--	---	---

[chain - continually]

Page 247

<b>chain</b> 185:4,9 185:12,13,15,18 185:21 <b>challenged</b> 154:4 <b>change</b> 148:1 185:20,21 187:4 188:12 200:4 240:4,7,10,13 240:16,19 <b>changed</b> 187:8 224:1,1 <b>changes</b> 142:2 174:15 183:22 184:8,12 188:16 189:4 195:9,19 198:17 201:20 210:7 211:15 212:10 213:8 222:5,19 223:24 224:10,11 226:16 239:10 241:6 <b>charge</b> 157:17 164:23 176:21 177:17 190:11 <b>charged</b> 232:1 <b>chart</b> 182:10 194:13 <b>charts</b> 149:17 <b>check</b> 154:14 158:17 159:4 191:8 201:13 <b>checked</b> 141:3 154:20 155:7	167:15 177:9,14 <b>checking</b> 162:2 <b>checks</b> 162:4 <b>choice</b> 171:13 <b>choose</b> 214:20 <b>chose</b> 141:5,7 <b>chosen</b> 142:12 <b>chugging</b> 181:16 <b>civil</b> 137:8 <b>clarifying</b> 160:9 <b>clearly</b> 155:16 <b>click</b> 199:8 <b>closer</b> 153:19 <b>code</b> 235:23 238:16 <b>coleman</b> 138:6 <b>collier</b> 138:16 <b>color</b> 186:20 <b>column</b> 188:6 <b>columns</b> 230:14 230:20 <b>come</b> 154:10 166:11 176:8 199:14 213:12 234:4 <b>comes</b> 170:23 179:3 208:14 <b>coming</b> 166:6 180:18 181:4 209:18 229:20 233:8 234:18 <b>communicate</b> 153:8	<b>communicated</b> 228:18 <b>communication</b> 228:17 <b>communicatio...</b> 143:4 151:4 216:13 <b>company</b> 136:21 138:22 147:7 229:1 <b>competency</b> 137:12 <b>compilation</b> 143:10 184:24 <b>complement</b> 163:3 <b>complete</b> 241:8 <b>completed</b> 171:24 197:2 222:6 239:17 <b>completely</b> 226:17 <b>completes</b> 224:14 <b>compliance</b> 145:11 147:13 147:19,22 152:17,21 153:9 154:9 155:20,21 156:9 158:21 159:3 161:1,22 162:4 180:5 181:19,24 183:17 184:6,18 193:5,11 197:22	198:2 201:9 205:5 212:14 216:12 222:1 227:2,6 231:19 <b>concern</b> 209:3 212:5 <b>concluded</b> 236:23 <b>conducted</b> 158:12 <b>conducting</b> 158:16 <b>conference</b> 206:15,16 222:7 <b>confirm</b> 140:14 147:22 179:23 <b>confused</b> 190:13 <b>consent</b> 137:4 <b>consider</b> 155:9 155:24 <b>consistent</b> 199:23 231:13 <b>consistently</b> 162:7 <b>consumables</b> 187:2 <b>consumer</b> 179:4 211:21 <b>content</b> 174:9 180:22 <b>context</b> 155:13 199:1 236:1 <b>continually</b> 146:2
---	--	---	---

[continue - decisions]

Page 248

<b>continue</b> 198:17 200:21 211:1,21 <b>continued</b> 178:11 181:12 189:22 215:9 236:14 <b>conversation</b> 149:15 <b>cooler</b> 149:14 <b>coolers</b> 142:13 <b>copied</b> 152:23 153:20 154:12 182:5 205:3 <b>copies</b> 239:14 <b>copy</b> 176:18,20 205:4,15 221:10 <b>core</b> 141:18 182:11 185:2,19 187:20 193:1 194:5 195:18 197:17 206:19 209:9,12 218:8 218:12,13 221:5 221:13 222:12 222:13 223:9,19 223:19,22 224:1 224:2 <b>corporation</b> 136:8 238:20 239:4 240:1 241:1 <b>correct</b> 140:11 142:3,8 153:14 157:23 164:24 171:22 172:1	177:9,10,11 178:16 183:18 183:19 184:13 185:12,22 186:1 186:6 188:13 193:2,14 194:7 195:11,21 196:23 198:13 198:14 199:24 200:1,8,11,18 201:18 202:4,5 202:7,13,18,24 203:17,19,22 208:2,3 210:23 211:4 213:15,24 219:9 220:19 222:17,20,21 223:7 224:22 225:20,24 226:8 234:9,9 241:8 <b>corrections</b> 241:6 <b>correctly</b> 162:18 183:11 <b>cost</b> 209:23 210:21 211:18 <b>counsel</b> 137:4 236:8 238:9 239:14 <b>count</b> 151:7 164:17 188:10 <b>counting</b> 142:19 <b>county</b> 152:13 170:11 179:3 238:3	<b>couple</b> 153:1 160:12 169:13 182:15 <b>court</b> 136:1 138:21,22 230:2 236:19 238:5,12 238:12,15 <b>covered</b> 160:13 <b>covid</b> 209:18 <b>create</b> 187:6 <b>created</b> 143:18 <b>creation</b> 188:21 <b>curious</b> 161:13 <b>current</b> 192:12 <b>currently</b> 190:4 229:5 <b>customer</b> 207:11 <b>customers</b> 187:7 211:9 <b>cv</b> 136:7 <b>cynthia</b> 166:14 166:22 <b>d</b> <b>d</b> 136:8 139:1 <b>dana</b> 138:22 238:5,19 <b>daniel</b> 148:24 149:5 172:3 <b>dann</b> 138:4 <b>dark</b> 201:10 <b>data</b> 139:8 142:20 143:10 143:15,17,17 148:3 149:18	150:21,22 151:5 159:13,22 161:2 161:9 230:10,12 234:17 <b>database</b> 170:17 170:19 <b>date</b> 150:8 151:15 173:18 179:8 200:19 220:23 228:1,13 230:17,21 238:13,20 240:24 241:12 <b>dated</b> 197:18 206:11 217:11 <b>dates</b> 145:9 168:22 170:4 182:2 <b>day</b> 137:2 164:17 165:4 177:16 183:21 215:6 241:15 <b>days</b> 158:18,20 161:20,21 239:17 <b>deal</b> 193:22 <b>december</b> 136:16 137:2 145:23 167:10 191:13 195:10 239:3 <b>decision</b> 148:17 186:14 <b>decisions</b> 186:15
---	---	--	---

[declare - dollar]

Page 249

<b>declare</b> 241:4	<b>developed</b>	<b>distinction</b>	181:23 182:7,13
<b>decor</b> 187:7	146:11	223:8	182:14 189:1,11
<b>dedicated</b>	<b>different</b> 153:1	<b>distribute</b>	191:2 193:18
193:13	160:12 167:5	154:10	197:9 205:11
<b>deemed</b> 241:6	169:16 182:2	<b>district</b> 136:1,1	215:16 218:16
<b>defendant</b> 137:3	186:18,20,21	158:15 160:13	218:16 229:17
138:10	187:12,18 192:6	161:8,17,22	233:12,18
<b>defendants</b>	192:7,11 197:20	162:1,7,14,17	234:14,17 235:9
136:11	217:23,24	162:22 163:6,9	<b>documentation</b>
<b>delayed</b> 166:7	228:24	163:15 191:8	153:22
<b>delete</b> 233:24	<b>direct</b> 139:3	199:9 205:3,6	<b>documents</b>
<b>delight</b> 206:20	140:4	209:2 213:19	152:10,12,18,22
<b>demonstrated</b>	<b>directions</b>	216:9 225:19,24	152:24 153:14
177:22	171:15	<b>districts</b> 163:3	169:17 174:24
<b>department</b>	<b>directly</b> 179:7	225:17 226:7	<b>doing</b> 146:13
150:21 153:7	<b>director</b> 143:4	<b>division</b> 190:10	162:3,4 180:20
156:15,16 179:3	154:16 162:23	192:16,19 194:5	216:22
228:23	163:2,7,8,10	194:10,13,14,16	<b>dolgen</b> 136:8,9
<b>deponent</b> 237:1	190:5	194:18,20,23	<b>dolgencorp</b>
239:13 241:3	<b>directors</b> 190:7	195:8 197:2	136:9
<b>deposing</b> 239:13	190:16	199:8 201:17	<b>dollar</b> 136:8
<b>deposition</b>	<b>disagree</b> 174:11	202:1,16,16	147:6 154:3
136:13 137:1,6	174:24 198:20	203:6,11,15	157:3,20 158:7
153:17 219:13	226:14	204:7,8,11,12	158:12 159:13
219:16 236:23	<b>discovered</b>	204:16,20	159:22 160:18
<b>described</b>	217:5	<b>dm</b> 212:4 218:5	166:15 167:19
160:14 184:11	<b>discrepancy</b>	222:10	168:6 171:6
226:5	178:5	<b>dms</b> 164:7	173:18 177:21
<b>describes</b> 214:7	<b>discussed</b>	<b>document</b> 143:9	187:5 193:9
<b>description</b>	175:15	150:2,17,19	194:6 195:11
182:12	<b>discussing</b>	151:16,17,19,24	203:22 206:18
<b>details</b> 199:8,8,9	144:22 145:3	152:9 165:22	207:21 208:22
199:9,10,10	<b>disposed</b> 137:14	168:13 172:8	210:5 211:1
201:12,18	<b>disruption</b>	175:11 178:21	212:21 224:18
	224:19	180:11,15	231:14 239:4



[dollar - esq]

Page 250

240:1 241:1 <b>dollargeneral...</b> 171:5 <b>driveline</b> 207:16 207:19,20,23 208:19,23 212:12 213:12 216:21,22 217:6 221:9 223:2 224:13 226:14 227:10,14 228:17,18 229:2 229:4 <b>due</b> 209:23 <b>duly</b> 140:2 238:11 <b>duplicate</b> 139:21 233:10 <b>dvpa</b> 204:16	212:3 214:5 216:4,9 217:11 221:16,17 222:16 224:6 225:23 226:24 234:19 238:1,1 240:3,3,3 <b>earlier</b> 141:23 151:1 157:22 162:6 169:13 170:22 175:15 177:23,23 190:15 206:17 214:10 <b>early</b> 146:13,14 146:20 190:20 200:5 209:8 210:3 227:19 <b>easier</b> 169:8 <b>edwards</b> 138:6 139:3 140:5,19 142:17 143:7,22 145:15 147:20 148:9,21 149:16 151:21 152:3,7 152:19 154:18 155:18 156:8,24 157:8 158:9 160:1,15 162:15 162:24 163:18 164:11 165:18 166:1 168:1,18 169:3,14 170:2 170:7 172:4,12 173:20 174:2,6	174:14,23 175:2 175:22 176:23 177:7 178:6,12 178:17,24 180:7 180:14,24 181:6 181:14 184:19 185:7 189:8,14 190:1,24 191:17 192:23 193:15 193:21 194:2,12 195:4,16 196:7 196:24 197:6,14 199:4,21 200:20 201:4,14 202:22 204:3 205:7,17 206:3,9 208:9 210:17 212:2 215:5,10,19 216:3 217:7 218:2,14,22 219:2,10,18,24 220:3,8,11 222:24 223:5 225:3 226:4,12 227:3,17 228:2 228:14,22 229:10,21 230:7 231:10 232:11 232:17,23 233:6 233:9,15,21 234:1,8 235:14 236:6,12,15 <b>effect</b> 214:3 <b>effective</b> 148:5 148:13 149:8	161:4 184:16 <b>effectiveness</b> 147:8 <b>efficient</b> 215:1 <b>effort</b> 143:19 182:19 <b>efforts</b> 143:20 <b>either</b> 150:23 161:10 204:19 236:4,18 <b>element</b> 196:9 <b>employed</b> 168:6 <b>employee</b> 166:15 208:23 238:9 <b>employees</b> 158:8 <b>ends</b> 150:2 164:13 <b>engaged</b> 160:18 <b>entered</b> 171:10 <b>entire</b> 142:11 <b>entity</b> 158:14 <b>environment</b> 213:4 <b>equipment</b> 196:11 <b>erie</b> 235:5,6 <b>errata</b> 239:11 239:13,17 <b>error</b> 157:18 230:19 232:2,3 <b>esq</b> 138:3,6,11 239:1
<b>e</b>			
<b>e</b> 138:1,1 139:1 139:10,13,14,15 139:16,17,19 168:23 169:11 169:13,16,18,19 170:9,23 171:4 171:7,13,20,23 172:2 181:17 182:8 183:6 189:2 190:2 191:21 193:3 197:15,21 198:2 198:5 204:18,22 205:5,16,24 206:10 209:1			



[essentially - fined]

Page 251

<b>essentially</b> 212:21 <b>essex</b> 170:11 <b>establish</b> 188:7 <b>et</b> 194:15,15 200:8 201:17 239:4,4 240:1,1 241:1,1 <b>event</b> 144:15,16 144:20,21,23 <b>evidenced</b> 238:13 <b>exact</b> 145:8,9 169:12 227:22 228:1,13 <b>exactly</b> 144:5 <b>examination</b> 139:2 140:4 <b>examined</b> 140:2 <b>example</b> 142:21 145:8,10 146:4 149:20 157:15 161:13 162:5 164:17 196:16 221:6 232:3 <b>examples</b> 169:10 224:22 225:1,14,16 <b>excerpt</b> 205:16 <b>exchange</b> 222:16 226:24 <b>execute</b> 184:17 208:19 <b>executing</b> 198:15,21	<b>execution</b> 197:17 <b>executioners</b> 208:12 <b>exhibit</b> 139:5,8 139:8,9,10,11 139:12,13,14,15 139:16,17,18,18 139:19,20,21,21 139:22 149:24 151:22,22,24 153:16 164:13 165:19,20,22 167:2 168:11,11 168:13,20 172:5 172:6,8,14,20 173:2,11,12 175:5,6 177:1 177:24 178:13 178:15,21 180:8 180:11,20 189:9 189:11 190:22 191:1 193:16,16 193:18 196:14 197:7,7,9 205:8 205:9,11,21 215:14,14,16 216:21 217:10 219:3,5,19 220:4,12,14,15 221:17 224:3 229:11,17 232:18 233:3,4 233:10,10,12,16 233:18,22	234:11 <b>exhibits</b> 215:12 <b>exist</b> 223:10,13 <b>expected</b> 230:18 <b>experience</b> 176:20 207:11 222:10 <b>experienced</b> 171:12 211:8,17 <b>experiencing</b> 145:23 146:1 <b>experts</b> 208:5 <b>expiration</b> 238:13,20 <b>explain</b> 153:13 212:16 <b>exposure</b> 235:11,15 <b>extra</b> 183:3 193:12 <b>f</b> <b>f</b> 238:1 <b>fact</b> 194:4 195:7 <b>factories</b> 211:12 <b>fail</b> 161:11 <b>failed</b> 149:20 167:5,23 177:22 <b>fails</b> 162:7 239:19 <b>failure</b> 195:17 196:19 <b>fair</b> 165:13 189:5,7 217:13 <b>fairly</b> 188:22	<b>familiar</b> 152:10 182:7,8 192:9 209:10 231:22 234:15,19 <b>fashion</b> 190:18 195:9 <b>february</b> 161:5 179:2 196:17 206:11 207:13 210:2 213:7 217:10 218:4 <b>federal</b> 137:7 224:20 <b>fee</b> 231:15 <b>feel</b> 169:6 219:1 232:17 <b>fell</b> 195:14 <b>field</b> 154:11 155:16 156:18 <b>figure</b> 163:19 168:24 169:9 192:16,17 230:2 233:22 <b>figured</b> 169:20 233:23 <b>file</b> 166:5 <b>files</b> 223:16 <b>financially</b> 238:10 <b>findings</b> 231:20 <b>fine</b> 154:13,15 156:20 171:21 228:4 235:10,15 <b>fined</b> 149:21
---	--	---	--

**[fines - getting]**

Page 252

<b>fines</b> 150:9 151:16 154:4,9 170:10 224:19 232:12 <b>firm</b> 138:4,21 <b>first</b> 140:2,10 142:12 150:16 168:19 173:9,10 175:6 177:13 183:16 184:9 185:11 198:7 201:8 206:21 209:4,8 <b>fiscal</b> 140:7,15 140:17,22 143:12 145:11 145:12 147:2 176:2,4 210:1 <b>fixed</b> 169:23 227:10 <b>fl</b> 239:15 <b>flat</b> 231:15 <b>flip</b> 150:1 177:12 191:18 <b>florida</b> 150:12 <b>follow</b> 140:7 171:14 <b>following</b> 142:2 196:18 238:13 <b>follows</b> 140:2 178:11 181:12 189:22 215:9 236:14 <b>force</b> 146:4,10 146:10,13	214:10,16,20 215:3 227:15,18 228:5 <b>forced</b> 145:20 <b>forecast</b> 181:19 183:8,16,18 <b>forecasting</b> 189:3 <b>forecasts</b> 182:1 <b>foregoing</b> 241:5 <b>forgot</b> 166:7 <b>form</b> 142:4 143:1,13 145:4 147:10 148:6,14 149:10 152:15 154:6 155:11 156:2,13 157:4 157:24 159:17 160:7 162:10,20 163:16,24 165:14 167:20 175:16 176:12 177:4 178:1 184:14,22 189:6 190:23 191:4 192:20 194:9 195:12,22 196:21 198:3,23 199:16 200:9,24 201:7 202:19 203:23 208:8 209:15 210:10 211:5,23 217:1 217:14 218:6 219:14 221:2	222:22 223:4 224:23 226:2,9 226:19 227:11 227:20 228:8,20 231:4 232:4 234:19 235:12 <b>formal</b> 163:5 <b>formalities</b> 137:9 <b>format</b> 149:18 199:18 <b>formats</b> 187:8 <b>formatting</b> 234:20 <b>forms</b> 137:9 <b>forth</b> 144:1 177:13 199:6 <b>forward</b> 145:14 150:1 152:22 173:4 179:22 <b>forwarding</b> 171:18 <b>found</b> 155:5 214:11 <b>four</b> 147:4,8 148:4 149:8 153:2 <b>fourth</b> 177:15 <b>frame</b> 158:4 190:20 209:7 <b>free</b> 169:6 219:1 <b>freezers</b> 142:14 <b>frequency</b> 161:18,19	<b>front</b> 140:17 176:4 186:21 <b>fulfill</b> 213:1 <b>full</b> 175:21,23 176:3 205:15 <b>fullment</b> 208:15 <b>function</b> 153:3 <b>further</b> 237:1 238:8,11,14
<b>g</b>			
<b>gay</b> 138:7 <b>general</b> 136:8 147:6 154:3 156:10 157:3,20 158:7,13 159:13 159:22 160:18 166:16 167:19 168:6 171:6 173:18 187:5 193:9 194:6 195:11 203:22 206:18 207:22 208:22 210:6 211:1 212:21 224:18 231:14 239:4 240:1 241:1 <b>generally</b> 150:21 152:21 182:2 <b>generated</b> 172:19 182:13 182:15 <b>getting</b> 161:8 162:7 179:15,17			

**[getting - hope]**

Page 253

224:9,11 232:24 233:1 <b>give</b> 148:22 164:19 174:18 219:15 229:14 236:7 <b>given</b> 241:9 <b>gives</b> 202:6,8 <b>giving</b> 205:23 <b>glean</b> 222:9 <b>go</b> 145:13 147:21 151:21 153:18,23 157:14 164:16 165:19 168:10 172:4 173:8 180:7 184:10 186:16 187:20 189:8 191:24 192:1 194:23 196:4 197:6 198:7 199:5 203:6 205:7 208:19 214:21 218:15,24 219:3 219:5,7,19 220:4 221:16 223:17 224:3 228:3,4 232:12 <b>goal</b> 157:12 <b>goes</b> 185:15 212:9 <b>going</b> 142:12,14 162:1 163:4 169:4,21 180:8	181:9 183:3,7 185:1,6 186:16 196:4,4,5 204:17 205:23 210:22 212:16 212:17,19 213:2 214:14 219:6,20 220:6 229:10,24 230:8 <b>good</b> 171:16 178:7,12 181:15 215:7 233:7 236:9,10,11 <b>gosh</b> 141:14 <b>gotten</b> 179:18 <b>government</b> 149:20 160:19 224:20 <b>governmental</b> 158:13 160:22 231:23 232:1 <b>grainy</b> 150:15 <b>gram</b> 142:11,15 186:3 188:21,21 208:6,14 217:19 218:17 220:19 220:21 222:2 <b>grammar</b> 225:12 <b>grams</b> 208:4,18 212:22 214:8,23 216:22 218:1,5 218:10 221:1,15 222:3,11,14	<b>graphs</b> 149:17 <b>gray</b> 188:6 <b>green</b> 185:16 186:4,8,19 <b>grossman</b> 138:7 <b>group</b> 147:17 151:5 158:6,7 183:20 188:20 188:23 217:4 218:11 <b>guess</b> 236:18 <b>guys</b> 178:8 186:7 207:23 <b>h</b> <b>h</b> 149:1 240:3 <b>half</b> 207:8 <b>hallway</b> 149:14 <b>handing</b> 207:16 <b>hanging</b> 226:15 <b>hangs</b> 224:14 <b>happened</b> 223:15 <b>happening</b> 210:21 222:20 225:11,13,17 226:6 <b>hard</b> 204:9 <b>header</b> 185:13 232:14 234:5 <b>headers</b> 151:18 230:13 <b>heading</b> 187:24 188:1,7,9 <b>hear</b> 176:15	<b>heard</b> 147:16 166:22 174:6 213:18 <b>hearing</b> 137:14 179:9 <b>hearings</b> 179:13 <b>heart</b> 230:22 <b>help</b> 181:23 <b>helpful</b> 168:22 <b>helps</b> 182:13 <b>henry</b> 155:2 166:12 172:1,22 <b>hereto</b> 152:2 165:24 168:15 172:10 178:23 180:13 189:13 193:20 197:11 205:13 215:18 229:19 233:14 233:20 241:7 <b>hey</b> 191:8 <b>hhc</b> 220:22 <b>high</b> 155:10 222:15 <b>history</b> 221:8 <b>hit</b> 183:22 184:9 185:20,21 <b>hitting</b> 184:1 <b>hold</b> 165:20 218:19,19 <b>honestly</b> 191:15 <b>hooper</b> 171:4 172:3 <b>hope</b> 215:5
--	---	--	---

[hours - issue]

Page 254

<b>hours</b> 193:12 <b>hr</b> 168:7 <b>huh</b> 191:20 <b>hundred</b> 155:6 157:6,11 164:17 167:15 172:21 <b>hung</b> 224:12 <b>hungry</b> 233:1 <b>hunt</b> 187:6 206:20 207:10 <b>husband</b> 204:14 <b>hwy</b> 138:4	<b>improvement</b> 147:17 <b>inappropriate</b> 220:7 <b>include</b> 141:18 204:19 222:13 223:2 <b>included</b> 141:12 144:20 158:4 159:3 198:1,5 <b>includes</b> 158:17 <b>including</b> 137:9 <b>incorporated</b> 222:6 <b>incorrect</b> 168:24 214:13 <b>increase</b> 165:11 209:9,12,13 210:8,8 211:3 <b>increased</b> 222:20 <b>increases</b> 146:1 209:19,23 210:19,20 211:18,19 223:22 <b>index</b> 139:2,5 <b>indicate</b> 186:23 <b>indicates</b> 188:2 202:15 217:11 <b>individual</b> 148:10 <b>individually</b> 136:9	<b>individuals</b> 148:11 216:13 <b>inflation</b> 209:23 210:21 <b>info</b> 222:7 <b>information</b> 170:13 182:24 189:2 204:13 <b>infusion</b> 211:15 <b>initial</b> 200:13,15 <b>initially</b> 201:19 201:23 <b>initiative</b> 187:1 187:3,6 217:18 218:9 221:13 222:12 <b>inputs</b> 200:18 <b>inspected</b> 230:18 231:12 <b>inspection</b> 139:9,11 154:24 159:8 167:5,9 171:7,8,11,24 172:14,19 173:1 173:17 174:12 174:17,18,20 175:6 176:24 230:17 235:21 <b>inspections</b> 152:14 171:5,6 171:20,21 175:4 176:9 <b>inspector</b> 154:21 155:5 174:19 176:20	<b>inspectors</b> 176:8 <b>installed</b> 212:12 <b>instance</b> 157:18 <b>insure</b> 141:9 179:22 182:21 200:17 220:18 221:24 222:4 <b>insuring</b> 171:1 <b>intake</b> 153:7 <b>intention</b> 233:5 <b>interested</b> 206:23 238:10 <b>internal</b> 157:21 158:5,6,7 159:9 159:13 160:3,4 160:11,24 186:7 231:2,7,13,20 <b>internally</b> 160:19 161:7 <b>interpret</b> 151:19 <b>introduce</b> 180:9 <b>introduced</b> 166:2 228:6 <b>involve</b> 218:5,10 221:5 <b>involved</b> 218:8 <b>involves</b> 172:18 <b>irrelevancy</b> 137:12 <b>irrelevant</b> 174:3 <b>isle</b> 177:16 <b>issue</b> 213:4,5 214:7 216:22 226:14 227:9,13
<b>i</b>			
<b>idea</b> 141:11 168:5 230:10 <b>identifying</b> 222:19 <b>ii</b> 136:18 239:5 240:2,24 241:2 241:4,12 <b>imagine</b> 148:19 184:3 194:7 <b>immateriality</b> 137:12 <b>immediately</b> 176:9 <b>impact</b> 213:8 <b>implementation</b> 200:4 <b>implemented</b> 147:5 190:19 228:6 <b>important</b> 182:23 223:8			

[issues - larger]

Page 255

<b>issues</b> 145:2 196:2,2,2,12 200:14 <b>item</b> 141:3,6 160:4 178:4 <b>items</b> 147:5,8 148:4 154:20 155:6 158:17 160:14,20 167:15 177:9,14 188:23 190:19 220:18 230:18 231:12	<b>joseph</b> 136:4 239:4 240:1 241:1 <b>july</b> 183:21 <b>jumped</b> 218:23 <b>k</b> <b>kansas</b> 221:20 221:24 <b>keep</b> 164:2,3 211:10 219:14 <b>kelly</b> 138:16 <b>key</b> 176:21 <b>kind</b> 160:11 169:14,20 186:13 205:17 235:9 <b>know</b> 141:14 142:14,21 143:3 143:6 144:14,16 144:17 145:10 145:13 146:2 148:12,16 149:8 149:14 150:5,17 150:18,20 152:4 153:7 154:3,5,9 154:13 155:13 155:14,15 156:21 158:6 159:5 163:3,4 164:4,7,9 166:15 168:3,4 168:8 169:11,12 170:3,4,21 174:2 176:5,7 176:11,16,17,18	179:18,20 180:16 181:4 182:21,23 183:10 186:12 187:24 188:4,8 188:22 190:3 191:8,9,15 193:22,24 196:10 199:15 201:5,10 204:15 205:24 206:4,4 206:6,6,23 207:1,5 208:13 210:3 211:7,10 212:18 213:17 214:16,18 216:5 217:20,23 219:15,15 221:11 223:17 226:13,17,23 227:5,7,8 229:2 229:22,24 230:8 230:14,16,21,22 231:2,6,20 232:6,7,8,16 233:4 234:2,22 235:22,24 236:2 236:19 <b>knowing</b> 151:12 <b>knowledge</b> 143:5 191:13 226:22 227:1 228:12 238:7 <b>known</b> 191:16	<b>knows</b> 191:10 <b>knoxville</b> 138:8 <b>l</b> <b>l</b> 138:3 149:1 <b>label</b> 142:2,9 145:20 146:10 188:14 195:9 196:5 197:17 <b>labeled</b> 150:8 <b>labels</b> 142:11,16 142:19 143:16 144:1,7 182:12 185:2,20 188:1 188:24 190:17 191:10 192:18 193:1,6 194:6 195:18 196:19 200:6 202:2,17 209:9,12 210:1 212:5,23 218:17 220:19,22 222:2 223:14,20 <b>labor</b> 179:4 <b>lack</b> 196:10 <b>laid</b> 148:4 <b>lake</b> 167:7 <b>land</b> 213:7 <b>language</b> 186:13 <b>laptop</b> 181:7 <b>large</b> 141:7,10 166:5 176:19 209:24 <b>larger</b> 156:6
<b>j</b>			
<b>james</b> 171:4,18 172:3 <b>january</b> 140:18 140:21,23 144:23 145:16 145:22 146:6,9 147:2 171:24 172:15,15 173:4 173:14,19 174:17,20 175:8 175:12,24 177:1 <b>javier</b> 138:3 <b>jessica</b> 190:2,3,4 191:15 196:18 197:16 198:8 204:18,21,23 <b>job</b> 147:23 162:9 <b>johanna</b> 227:6 <b>jointly</b> 136:9			

[late - make]

Page 256

<b>late</b> 146:6,14 200:7,7 202:3 202:24 203:16 232:23,24	<b>level</b> 182:20 222:15	<b>location</b> 157:17	<b>m</b>
<b>launch</b> 200:12 200:12,19 223:9	<b>licensed</b> 238:5 238:12,12	<b>long</b> 219:4,8	<b>ma'am</b> 175:3 178:18
<b>launched</b> 146:15 200:16 201:21 206:21	<b>licensing</b> 179:4	<b>longer</b> 159:4	<b>madam</b> 236:19
<b>law</b> 138:4 219:11,12	<b>life</b> 196:1	<b>look</b> 141:15 153:18 154:21 155:15 156:5 157:15 164:12 164:16 173:9,12 185:2 191:12 230:12	<b>made</b> 148:1 165:11 172:20 184:12 189:17 241:5
<b>layout</b> 187:4 206:18 208:6	<b>light</b> 206:14,15 207:3,4,7 212:20,24 213:5	<b>looking</b> 156:4 158:5 159:21 171:19 175:5 183:5 185:11 206:10 207:14 208:24 209:4 216:4 221:7,7,9 231:7 234:7	<b>mail</b> 139:10,13 139:14,15,16,17 139:19 169:13 169:18,19 170:9 170:23 171:4,7 171:13,20,23 172:2 181:17 182:8 183:6 190:2 191:21 193:3 197:15,21 198:5 204:18,22 205:5,16,24 206:10 209:1 212:3 214:5 216:4,9 217:11 221:16,17 222:16 224:6 225:23 226:24 234:19
<b>layouts</b> 206:24	<b>lights</b> 214:18	<b>looks</b> 159:14 166:4 168:16 170:8 191:9,21 192:14 197:1 199:5,7,18 201:15 207:13 228:5 233:3 235:3	<b>mails</b> 168:23 169:11,16 189:2 198:2
<b>lays</b> 149:18 160:20	<b>likely</b> 165:10	<b>lost</b> 147:21,22	<b>main</b> 155:2 166:11 172:21
<b>lcr</b> 238:5,13,19	<b>limit</b> 160:17	<b>lot</b> 169:17 211:7 211:13 216:12 231:22	<b>make</b> 165:12 169:7 172:5 173:24 198:16
<b>leader</b> 204:21	<b>line</b> 153:10,12 240:4,7,10,13 240:16,19		
<b>leading</b> 202:14 203:14	<b>lining</b> 156:23		
<b>leads</b> 160:11	<b>list</b> 141:10,13 142:23 150:11 153:4 177:15 182:6 214:17 225:1 236:7		
<b>leave</b> 176:18	<b>listing</b> 185:16		
<b>left</b> 176:20 188:5 199:7	<b>lists</b> 192:2 224:21		
<b>legal</b> 153:6,6 154:10,10,12,12 156:18,19 159:23 171:18 179:22,23 219:15 239:23	<b>little</b> 153:19 169:8 170:22 181:9 190:13 203:1 215:12		
<b>letter</b> 173:18 221:10	<b>live</b> 146:5		
<b>letters</b> 179:16 179:18	<b>llc</b> 136:8		
	<b>load</b> 197:13 229:15		
	<b>located</b> 155:1 186:8		
		<b>low</b> 177:3,6	
		<b>lumby</b> 180:2,3 206:11	

[make - misunderstand]

Page 257

210:6 219:13 231:16 <b>makes</b> 184:5 186:14 231:16 <b>making</b> 162:17 202:11 <b>manage</b> 182:20 <b>managed</b> 229:4 <b>management</b> 188:19,20 <b>manager</b> 152:20 160:13 161:14 161:14,18,23 162:1,7,13,14 162:17,23 163:9 163:14,15,20,23 166:11 168:2 176:21 180:3 205:3 209:2 213:19 225:20 <b>managers</b> 158:15 161:8 163:6 176:10 191:8 200:5 205:6 216:9 225:24 <b>manual</b> 214:21 <b>map</b> 150:7 186:7 <b>mapped</b> 186:10 <b>mar</b> 139:7 <b>march</b> 146:15 170:9 <b>mark</b> 151:21 168:10 172:5	180:7 189:9 193:15 197:6 205:8,21 216:5 216:5 217:22 218:1 224:6 225:19 229:10 233:22 <b>marked</b> 151:24 165:22 168:13 172:8 173:1 175:4 177:24 178:13,21 180:11 189:11 193:18 197:9 205:11 215:16 229:17 233:12 233:18 234:10 234:11 <b>market</b> 186:11 186:12,12 <b>materials</b> 223:1 <b>matters</b> 137:11 <b>maximize</b> 208:6 <b>mccue</b> 170:9,14 170:15 <b>mcguirewood...</b> 239:2 <b>mcquire</b> 138:12 <b>mean</b> 147:12 158:6,10 160:16 163:12 170:20 174:11 183:13 194:12 205:22 208:10 218:9	<b>means</b> 170:21 182:11 185:17 187:13 188:10 235:21,22 <b>measures</b> 144:24 145:1,6 148:13 149:9 152:11 154:21 167:4 235:21 <b>medicine</b> 185:3 185:24 <b>meet</b> 161:4 195:15 <b>meeting</b> 161:6 181:9 <b>memphis</b> 136:22 138:23 238:21 <b>men's</b> 164:18 177:16 <b>mentioned</b> 151:1,23 162:6 165:21 168:12 172:7 178:20 180:10 189:10 193:17 197:8 205:10 215:15 227:14 229:16 233:11,17 <b>merchandising</b> 207:21 208:2,11 208:18 229:1,5 <b>merchant</b> 206:22	<b>merchants</b> 206:22 <b>merino</b> 138:3 <b>message</b> 181:17 <b>messed</b> 215:12 <b>met</b> 161:3 167:24 <b>method</b> 154:14 <b>methodology</b> 192:12 232:14 <b>metro</b> 186:11 <b>mia</b> 136:15 137:1 139:3 140:1 239:5 240:2,24 241:2 241:4,12 <b>microsoft</b> 199:19 <b>middle</b> 218:23 <b>midway</b> 164:16 <b>milberg</b> 138:6 <b>milberg.com</b> 138:9 <b>miller</b> 229:8,9 <b>minute</b> 180:21 <b>minutes</b> 178:7 236:8 <b>mispriced</b> 142:24 160:6,21 <b>missing</b> 225:15 <b>misstates</b> 140:12 164:1 175:17 217:15 <b>misunderstand</b> 190:21
--	---	--	---



[mixed - objection]

Page 258

<b>mixed</b> 194:23 <b>moment</b> 152:6 183:9 <b>monday</b> 184:4 <b>monica</b> 191:22 191:23 192:10 192:14 <b>monica's</b> 193:3 <b>months</b> 169:13 169:15,19 173:7 174:13,16 175:8 177:23,23 <b>morning</b> 184:9 <b>multivitamins</b> 165:5	<b>necessarily</b> 152:8 186:10 230:20,22 <b>necessary</b> 241:6 <b>need</b> 164:5 233:1 236:21 <b>needed</b> 210:6 <b>neither</b> 203:21 204:1 <b>net</b> 220:20,22 <b>never</b> 160:2 210:16 <b>new</b> 136:1,8 151:7 152:11 155:2 167:7 170:11 172:1,22 190:5,7 192:8 192:15,24 194:4 195:7 198:12 199:23 202:15 203:7,9 211:14 212:11,14 213:4 220:19 223:10 235:2 <b>news</b> 178:12 <b>nj</b> 138:5 <b>nomenclature</b> 188:8 <b>non</b> 187:2 206:19 218:8,12 218:13 221:5,13 222:12,13 223:9 223:19,22 224:2 <b>normal</b> 156:1	<b>north</b> 138:5 <b>notary</b> 241:13 241:19 <b>note</b> 173:16,22 173:23 239:10 <b>noted</b> 173:20 185:9 206:7 241:7 <b>notes</b> 206:15 222:7 <b>notice</b> 137:3 139:12 172:13 174:19 179:2,8 234:24 <b>noticed</b> 168:23 169:3 <b>noting</b> 196:19 <b>nov</b> 234:6,23 235:20 <b>november</b> 155:1 159:9 166:13 173:2,11,13,16 174:16,20 175:7 <b>number</b> 139:18 141:17 142:19 143:16 144:7 145:24 149:3 151:13 155:15 155:20,23 156:4 156:6 171:13 180:21 181:24 182:1,6 185:5 185:17 188:11 192:17 194:13 203:8,12 207:6	209:22,24 210:18 214:13 224:21 230:18 231:12,19 235:24 238:13 <b>numbers</b> 164:10 210:15 230:17 230:22 <b>numerous</b> 224:17
<b>n</b>			<b>o</b>
<b>n</b> 138:1 139:1 166:14 <b>name</b> 144:16,20 148:22,24 166:14,22 188:5 229:7,8 238:13 <b>nationwide</b> 213:22 214:1 <b>nci</b> 185:16 186:17,21,23 187:1,11,13,13 187:15 188:6,6 206:14,15,17 207:6 212:20,24 213:5 214:18 221:5,12 <b>near</b> 176:6 <b>nearly</b> 177:22			<b>o</b> 142:11,15 166:14 186:3 188:21,21 208:4 208:6,14,18 212:22 214:8,23 216:22 217:19 218:1,5,10,17 220:19,21 221:1 221:15 222:2,3 222:11,14 <b>o'clock</b> 183:10 <b>object</b> 190:23 191:4 205:23 226:2 <b>objection</b> 140:12 142:4 143:1,13 145:4 147:10 148:6,14 149:10,11 152:15 154:6 155:11 156:2,13 157:4,24 159:17 160:7 162:10,20 163:16,24



**[objection - overseeing]**

Page 259

165:14 167:20	214:12	195:3 196:8,13	<b>operations</b>
174:8 175:16,17	<b>okay</b> 140:24,24	197:13 198:7	148:18,24
176:12 177:4	141:11,20,23	199:22 200:2	150:23 151:2,4
178:1 184:14,22	143:23 144:9,21	201:5,15,22	154:16 182:19
189:6 192:20	145:19 146:19	202:14 203:6,13	192:2 216:12
194:8,8,9	146:23 148:2	205:7 206:8,10	<b>opposed</b> 158:13
195:12,22	149:2,7,17	207:9,13 208:21	<b>ops</b> 143:4 149:4
196:21 198:3,23	150:4,6,7,16,20	208:24 209:6,20	<b>order</b> 197:20
199:16 200:9,24	151:9,20 152:6	213:16,21 214:2	212:21,24
201:7 202:19	152:20 153:13	215:2 216:1,1,4	<b>orders</b> 213:1
203:23 206:6	153:23 154:3	216:8,11 218:3	<b>originated</b>
208:8 209:15	155:5,9 157:9	218:15 219:8	191:21
210:10 211:5,23	158:22 159:8,12	221:14 223:12	<b>outcome</b> 181:9
217:1,14,15	160:2,20 161:12	224:3,5,21	238:10
218:6 221:2	161:24 162:16	225:15,19	<b>outlier</b> 183:2
222:22 223:4	163:1,12,20	226:13 227:18	<b>outside</b> 155:24
224:23 226:9,19	164:12,16 165:4	228:15 229:9,13	158:13 160:19
227:11,20 228:8	165:9,19 166:4	229:23 230:2	166:17
228:20 231:4	166:9,19 167:1	232:22,24 234:2	<b>overall</b> 210:8
232:4 235:12	168:9,16 169:22	234:4,5,10,13	<b>overcharge</b>
<b>objections</b>	170:14,18	235:1,8 236:4,6	159:16 165:2
137:11 219:14	171:23 172:4,11	236:12	230:19
<b>observing</b>	173:20 174:22	<b>old</b> 191:6	<b>overcharged</b>
163:10	175:1,12 176:7	216:23 223:3	177:21
<b>occur</b> 140:14,15	177:8,12 178:19	224:16	<b>overcharges</b>
196:12	179:15 180:1	<b>older</b> 179:2	147:9 148:5
<b>occurred</b> 140:10	181:1,3,13,15	<b>olive</b> 185:16,16	155:6 167:14
169:9 173:17	181:17,18 182:4	186:17 187:11	172:21 177:8
174:12 175:7,8	184:2,5,20,24	187:13,14,15	190:21
222:5	185:19 186:17	<b>once</b> 158:20	<b>overcharging</b>
<b>odd</b> 232:9	187:10,17	170:1 214:10	145:2 147:5
234:20	188:10 189:1,23	<b>ongoing</b> 217:12	209:13
<b>office</b> 222:2	190:6,13 192:14	<b>open</b> 181:2	<b>overdue</b> 170:10
<b>oh</b> 171:16	192:24 193:5,11	<b>operate</b> 211:2	<b>overseeing</b>
182:12 194:18	194:12,19,19,22	211:21	161:15

[oversees - point]

Page 260

<b>oversees</b> 188:20 <b>oversight</b> 229:4 <b>own</b> 187:15 <b>owned</b> 159:24	<b>participation</b> 144:6 <b>particular</b> 191:11,11 194:10 199:18 202:1 206:18 213:22 <b>particularly</b> 166:5 <b>parties</b> 153:8 238:9 <b>partner</b> 196:3 <b>partnered</b> 214:18 <b>parts</b> 196:2 <b>party</b> 207:20 208:1 229:3 <b>pass</b> 161:11 211:20 <b>passed</b> 211:18 <b>passing</b> 209:23 <b>past</b> 224:15 <b>paste</b> 221:10 <b>paths</b> 160:12 <b>pay</b> 208:19 <b>payment</b> 154:14 154:17 <b>pays</b> 154:4 <b>pc</b> 138:4 220:20 220:22 <b>peers</b> 225:18,23 <b>penalty</b> 153:24 230:19 231:8,15 232:2	<b>people</b> 182:6 211:11 <b>percent</b> 142:21 151:14 155:22 157:2,7,12 163:17 166:12 167:14,18,22 177:3 202:17,23 203:3,15,16,16 232:2,3,10,10 <b>percentage</b> 149:19 163:13 196:11 200:6 <b>performed</b> 208:22,23 <b>performing</b> 142:7 199:2 <b>performs</b> 207:21 <b>period</b> 159:4 <b>permanent</b> 145:13 146:11 <b>person</b> 148:22 148:23 149:5 163:23 176:16 176:17 182:17 <b>person's</b> 166:14 <b>personal</b> 226:22 228:12 <b>phases</b> 200:15 <b>phillips</b> 138:7 <b>physical</b> 207:2 <b>picked</b> 171:21 <b>piece</b> 196:1	<b>piloting</b> 198:6 <b>place</b> 143:12 144:22 145:1,7 154:24 157:23 159:2,9,10 167:10 171:22 174:15 175:14 177:1 235:10 <b>placed</b> 223:2 <b>placing</b> 224:18 <b>plaintiff</b> 138:2 <b>plaintiffs</b> 136:6 <b>plan</b> 142:11,15 186:3 188:21,21 208:4,6,14,18 212:22 214:8,23 216:22 217:19 218:1,5,10,17 220:19,21 221:1 221:15 222:2,3 222:11,14 <b>please</b> 180:16 219:5,13 220:1 220:4,8,12,17 224:8 225:5 <b>plenty</b> 229:14 <b>pllc</b> 138:7 <b>pmh</b> 136:7 <b>pod</b> 185:3 <b>pog</b> 185:23 186:2 224:14 <b>pogs</b> 217:5,22 <b>point</b> 143:9 146:20 158:2 165:4,7,8
<p style="text-align: center;"><b>p</b></p> <b>p</b> 138:1,1 <b>p.m.</b> 137:5 236:24 <b>page</b> 157:14 164:13 168:20 177:13 191:18 198:8 199:5,22 207:15 225:5,9 231:15 235:5,6 240:4,7,10,13 240:16,19 <b>pages</b> 150:1 234:5 <b>paragraph</b> 209:5 224:8 <b>parenthetical</b> 185:5 <b>part</b> 141:8 142:6 143:3,21 144:17 146:11 147:2,17,22 158:18,20 161:1 162:3 163:6 164:9 179:21 180:5 184:18 187:14 205:24 214:5 217:19 <b>participated</b> 141:1,2			

[point - produced]

Page 261

183:22 185:12 191:7 220:16 221:12 222:11 226:18 <b>points</b> 183:13 185:14 <b>policies</b> 157:3 210:7 <b>policy</b> 157:13 195:15 204:2 <b>poor</b> 225:12 <b>pops</b> 183:2 <b>port</b> 155:2 166:12 172:1,22 <b>pos</b> 224:13 <b>possible</b> 141:6 157:11 <b>potentially</b> 141:21 168:8 <b>power</b> 199:19 199:19,23 200:2 200:21,23 201:2 <b>practice</b> 221:19 221:24 222:7 <b>pre</b> 213:12 <b>preceded</b> 169:20 <b>predominantly</b> 208:4 <b>preparation</b> 153:17 <b>prepared</b> 150:18 213:6 <b>prepares</b> 150:17	<b>present</b> 138:15 <b>presented</b> 137:13 <b>presents</b> 214:5 <b>president</b> 229:5 <b>press</b> 223:17 <b>presume</b> 162:9 165:6 213:22 <b>pretty</b> 177:2 <b>previous</b> 216:21 217:9 <b>price</b> 142:8,8 145:24 157:17 157:17 159:3 164:23,23 165:10 177:16 177:17,18 178:5 183:22 184:8,12 185:20 188:11 188:15 189:4 195:19 197:17 198:17 209:19 210:18,20,20 211:18 212:14 213:7,13 222:19 223:20,24 224:10,11,17 226:16 <b>prices</b> 162:2 184:12 210:8 211:3 214:14 223:2 224:1,2 226:15 <b>pricing</b> 140:8 150:8 151:16	158:10,17 161:16 182:11 183:7 187:12,21 209:3 210:7 212:5 216:23 220:18 222:4 223:21 235:2 <b>print</b> 142:9,10 142:11,15,15 145:20 146:4,10 146:13 193:1 195:18 196:19 203:17 212:22 212:22,23 214:10,16,20 220:19 222:1 228:5 <b>printed</b> 142:19 143:17 144:1,8 190:17 191:10 192:18 193:6 194:5,14 195:8 196:5 200:6,7,7 200:8 202:3,4 202:17,23 203:4 203:15,16 212:6 213:12 217:21 220:22 224:15 <b>printer</b> 153:4 196:2 222:2 <b>printing</b> 197:3 197:17 199:10 214:8,23 <b>prints</b> 215:4 227:16,18	<b>prior</b> 140:13 149:22 156:4 158:3 164:1 175:17 184:1 207:16 213:3 217:15,17 <b>privy</b> 148:2,8 <b>probably</b> 171:12 175:20 195:1 198:15 223:21 <b>problem</b> 217:12 222:18 226:5 <b>problems</b> 216:20 <b>procedure</b> 137:8 <b>proceeding</b> 238:6 <b>proceedings</b> 178:11 181:12 189:22 215:9 236:14 <b>process</b> 144:18 144:18 153:8 154:13,13 162:18 166:21 170:22 179:21 184:10 <b>processes</b> 190:19 <b>processing</b> 180:18 <b>produced</b> 169:17 206:4,5
--	--	---	---

## [product - record]

Page 262

<b>product</b> 177:21 188:15 206:20 218:13 221:5 223:23 235:23 238:15 <b>production</b> 211:11 <b>products</b> 141:12 141:18,21 142:23 157:16 159:15 160:5 188:11 208:6 210:22 211:4,13 211:14 212:13 224:1,2 226:16 <b>profit</b> 211:2,22 <b>program</b> 145:14 145:21,22 161:5 193:12 199:14 200:3 <b>project</b> 212:20 212:20,24 217:18,18 218:9 218:11,12 220:16 222:12 222:13 223:9,16 223:19 <b>projects</b> 217:20 221:5 <b>provide</b> 156:20 189:2 207:10 <b>provided</b> 223:14 <b>provides</b> 159:15 208:1	<b>providing</b> 179:8 182:24 <b>provisions</b> 137:7 <b>public</b> 241:19 <b>pulled</b> 143:16 143:18 200:16 <b>pulling</b> 205:24 <b>pulls</b> 152:4 <b>purpose</b> 171:2 <b>pursuant</b> 137:3 137:6 <b>put</b> 144:24 145:6 166:8 179:19 183:9 214:3,21 219:20 230:3 <b>putting</b> 141:15 212:14	<b>quickly</b> 233:8 <b>quite</b> 159:2 180:17 189:17	<b>realized</b> 210:6 <b>really</b> 144:13,13 145:23 146:3,24 170:3 174:2 184:24 188:19 214:4 <b>reason</b> 182:14 204:13 214:19 239:11 240:6,9 240:12,15,18,21 <b>reasons</b> 157:10 182:16 <b>recall</b> 141:16 144:14 145:8 177:20 200:13 200:16,19 201:12 227:22 227:24 228:13 234:18 <b>recap</b> 183:6 <b>receipt</b> 239:18 <b>receive</b> 179:24 220:21 <b>received</b> 155:22 170:8 <b>receiving</b> 147:18 <b>recess</b> 178:10 181:11 189:21 215:8 236:13 <b>recollection</b> 173:3 <b>record</b> 142:1 169:24 173:16 205:23 219:7,21
	<b>q</b>	<b>rd</b> 164:3,4 <b>reaching</b> 216:11 <b>read</b> 151:17 212:7,8 220:17 221:23 224:7 225:4 226:6 236:21 239:9 241:5 <b>readily</b> 210:13 <b>reading</b> 194:15 209:6 217:3 <b>real</b> 196:1 214:11 <b>realigned</b> 203:10	
	<b>qsv</b> 158:19 162:19 163:21 <b>quality</b> 158:19 159:6 161:2,21 <b>question</b> 161:7 174:7 175:3 191:5 195:6 218:21,21,23 219:23 220:1,9 220:10 <b>questions</b> 174:3 236:16,18 <b>queue</b> 180:18,21 <b>quick</b> 179:1		

[record - right]

Page 263

220:7 238:7 <b>recorded</b> 142:20 <b>records</b> 164:3 <b>reduction</b> 207:5 <b>refer</b> 158:21 187:22 209:21 220:24 <b>referenced</b> 239:6 <b>referred</b> 210:14 <b>referring</b> 160:12 209:17 221:21 <b>refers</b> 193:12 <b>reflect</b> 188:15 213:14 226:15 230:11 231:2 <b>reflected</b> 184:8 184:13 195:20 224:13 <b>reflective</b> 212:13 <b>reformulated</b> 211:13 <b>refresh</b> 173:3 194:4 215:21 217:8 <b>refreshing</b> 181:5 189:16 <b>region</b> 190:4,7,9 190:10,12 194:13,15,17,22 198:9,12,20 199:2,9 201:17 204:5,12,19,22	205:4 <b>regional</b> 162:23 163:2,7,8,10,14 163:20,22 <b>regions</b> 192:16 192:18 198:16 198:22 204:10 <b>register</b> 165:5 165:12 195:20 <b>regular</b> 157:22 158:3 161:15 164:6 207:6 217:19 <b>relate</b> 194:16 <b>related</b> 147:19 216:21 218:12 222:10 238:8 <b>relates</b> 171:23 206:14 <b>remediation</b> 155:16 156:19 <b>remember</b> 179:15,17 <b>remodel</b> 220:21 <b>repeat</b> 195:5 <b>rephrase</b> 163:17 <b>replicate</b> 206:24 <b>report</b> 139:9,11 139:22 143:18 143:24 144:4,5 144:7,10,19 167:5 172:14,19 177:13 180:6 196:17 198:6 199:23 200:2,21	201:2,16 203:5 230:16 234:6 236:2 <b>reported</b> 180:4 238:6 <b>reporter</b> 138:22 230:2 236:19 238:5,12 <b>reporting</b> 136:21 138:21 138:22 147:18 152:13 183:24 200:14 238:12 238:15 <b>represent</b> 167:3 <b>represented</b> 224:16 <b>reproduction</b> 238:15 <b>request</b> 154:17 <b>required</b> 197:3 241:13 <b>requirements</b> 158:23 <b>reserved</b> 137:13 <b>resets</b> 185:3,23 <b>resetting</b> 208:3 <b>resides</b> 159:23 229:1 <b>resolved</b> 226:17 <b>resources</b> 149:4 <b>respond</b> 227:2 <b>responded</b> 227:7	<b>response</b> 169:16 191:20 <b>responsibilities</b> 147:23 <b>responsibility</b> 166:18 <b>responsible</b> 150:22 156:16 156:18,19 158:16 170:24 <b>result</b> 144:2 162:8,12,13 187:9 <b>resulting</b> 165:2 <b>results</b> 141:24 141:24 143:11 152:14 160:2 171:8 176:11 195:19 <b>retails</b> 224:16 <b>return</b> 239:13 239:17 <b>review</b> 143:16 153:16,21 207:16 239:7 <b>reviewing</b> 234:16 <b>revision</b> 224:14 <b>richmond</b> 138:13 <b>ridiculous</b> 181:7 <b>right</b> 140:6 146:22 151:3,6 151:10,14 153:15 154:22
---	---	--	--

[right - send]

Page 264

159:21 162:9 164:20 165:6 166:9 167:3 172:13 173:7 174:24 175:15 176:7 178:15 181:22 183:15 188:12 189:8,16 193:7 195:5 196:13,20 197:4 203:3,20 204:24 209:7 210:24 211:21 212:7,8 213:11 215:11 223:6 225:14,16 225:22 227:4,19 228:7 229:20 230:24 231:22 232:12,13,17 233:9 234:12 235:8,11 236:15 236:17 <b>risk</b> 212:15 224:18 <b>role</b> 143:3,21 149:22 153:9 154:9 155:20 156:5,22,23 164:3,9 179:21 182:16 192:5,6 <b>rolled</b> 201:19,23 <b>room</b> 207:1 <b>rotation</b> 163:5 <b>rotational</b> 163:4 163:5	<b>rotationally</b> 164:8 <b>route</b> 167:6 <b>routed</b> 171:22 <b>row</b> 182:12 188:1 <b>rtaylor</b> 239:2 <b>rules</b> 137:7  <b>s</b> <b>s</b> 138:1,7 156:20 240:3 <b>safeguard</b> 159:6 <b>saith</b> 237:1 <b>sales</b> 208:7 <b>sampled</b> 157:16 159:15 <b>savaloja</b> 136:15 137:1 139:3 140:1 239:5 240:2,24 241:2 241:4,12 <b>saying</b> 213:10 217:22 232:20 <b>says</b> 169:1,11 174:23 185:12 194:11,13,14 234:6 <b>scale</b> 207:12 <b>scan</b> 141:9 153:3,5,6 175:21,24 176:22 <b>scanned</b> 142:7 156:17	<b>scanning</b> 214:22 <b>scans</b> 170:23 <b>scenario</b> 223:15 <b>schematic</b> 208:17,20 <b>school</b> 191:6 <b>schroon</b> 167:6 <b>science</b> 148:17 186:14 <b>scott</b> 229:8,9 <b>scrapping</b> 232:19 <b>screen</b> 182:18 199:6,14 <b>scroll</b> 235:4 <b>scv</b> 158:21 162:19 <b>season</b> 217:19 <b>second</b> 147:22 164:12,19 175:7 199:5 224:7 <b>sections</b> 207:7 <b>see</b> 150:9,10,14 150:15 151:6 153:24 154:2,19 154:23 155:3,4 155:7,8 157:15 157:18 159:20 164:18,20 165:1 166:3,20 167:7 167:10,15 169:1 170:11,12 171:3 172:11,16,17,22 172:24 173:5 177:15,18 178:3	179:5,9 180:16 180:20 181:17 181:20 182:17 183:1 184:16 185:1,4,8 188:18 189:15 189:19 190:9 192:4,10 193:23 194:1 197:18,20 197:22 198:18 199:7,10 204:9 204:17 205:18 206:12 207:17 209:3,8 210:3 214:6 216:1,14 216:17 221:18 225:2 226:24 227:5,6 235:15 235:17 <b>seeing</b> 209:12 212:10 <b>seems</b> 232:9 <b>seen</b> 147:6 149:17,22 152:12,18 153:14 159:12 160:2,23,24 210:9,16 230:9 231:14,24,24 232:8 <b>selected</b> 154:20 <b>send</b> 153:3,4,5,6 171:15,17 174:19 176:22 214:16
--	--	--	--

[senior - spending]

Page 265

<b>senior</b> 143:4 154:16 180:3 192:3 <b>sense</b> 156:10 184:5 231:16,16 <b>sent</b> 156:17 170:12 171:8,19 183:20 223:1 239:14 <b>sentence</b> 198:8 209:4 221:18 224:7,9 225:5,8 <b>separate</b> 188:17 <b>separated</b> 204:15 <b>service</b> 224:19 <b>services</b> 238:17 <b>set</b> 222:5 <b>sets</b> 144:1 177:13 199:6 <b>several</b> 209:21 222:3 224:15 <b>severally</b> 136:10 <b>share</b> 145:21 <b>shared</b> 205:6 <b>sheer</b> 209:22 <b>sheet</b> 139:8 239:11 <b>shelby</b> 238:3 <b>shelf</b> 141:4 157:7,17 164:23 165:12 177:17 195:21 208:20 210:1 212:23	<b>shelves</b> 184:13 <b>shift</b> 193:12 <b>shoot</b> 165:20 207:15 229:21 <b>short</b> 147:12,14 188:19 195:14 <b>shortly</b> 175:14 <b>shot</b> 199:6,14 <b>show</b> 165:17 <b>showing</b> 148:3 <b>shown</b> 158:11 <b>shows</b> 165:3 172:3 186:8 192:22,24 197:5 202:21 203:2,13 <b>shut</b> 220:1,6 232:20 <b>sign</b> 154:16 236:21 239:12 <b>signature</b> 137:10 156:21 216:10 225:21 237:2 238:19 <b>signed</b> 239:20 <b>similar</b> 179:18 <b>similarly</b> 136:5 <b>simply</b> 207:4 <b>single</b> 145:9 <b>sir</b> 149:13 159:1 190:8 <b>sitting</b> 143:8,15 149:7 155:19,21 227:8,13 <b>situated</b> 136:5	<b>situation</b> 217:4 217:23 218:3 <b>sk</b> 185:11 <b>skills</b> 238:7 <b>skip</b> 215:13,14 <b>skipped</b> 139:18 <b>sku</b> 188:10,11 214:17 <b>skus</b> 182:11,12 185:2,19 187:21 <b>slash</b> 148:17 <b>small</b> 188:22 203:8,12 <b>smith</b> 190:3,3,4 197:16 <b>smooth</b> 182:21 182:23 <b>software</b> 190:15 199:13 <b>sold</b> 211:3 <b>solution</b> 213:20 214:3,4,7,8,9 <b>solutions</b> 146:3 146:12 214:6 239:23 <b>solve</b> 146:2 212:18 214:14 215:3 <b>solved</b> 214:15 227:15 <b>somebody</b> 181:6 <b>sop</b> 153:2 <b>sorry</b> 146:17,17 146:18,18 191:1 191:24 192:1	194:19,23 225:8 228:3 <b>sort</b> 142:22 143:9 148:3 149:18 158:10 170:1 182:16 206:19 <b>sound</b> 151:10 171:16 228:7 236:9 <b>sounds</b> 146:19 215:7 236:10,11 <b>southern</b> 136:1 <b>spa</b> 188:14,18 188:23 <b>space</b> 188:19,19 207:5 <b>speak</b> 144:4 218:17 <b>speaking</b> 174:7 <b>speaks</b> 218:16 <b>specific</b> 144:10 171:6 185:18 187:10 206:18 218:11 224:22 <b>specifically</b> 152:9 153:19,21 160:17 171:2 <b>specifics</b> 144:5 185:15 <b>speculating</b> 228:10 <b>spending</b> 214:22
--	--	---	---



[spinning - sure]

Page 266

<b>spinning</b> 178:14 <b>spoke</b> 157:21 160:4 <b>spoken</b> 225:18 225:23 <b>spreadsheet</b> 139:20 229:12 230:3,5 234:11 <b>stacey</b> 170:9,14 170:15,24 <b>stamp</b> 166:8 180:8 230:1,3 <b>stand</b> 186:2,24 <b>standard</b> 167:24 <b>stands</b> 187:1,2 235:23 <b>start</b> 142:13 158:22 210:4 213:2 <b>started</b> 145:11 145:13,22 146:24 209:8,11 <b>starting</b> 150:12 <b>starts</b> 210:2 221:19 224:9 225:11,12 <b>state</b> 199:8 201:16 212:9 213:23 224:19 238:2,5 <b>stated</b> 143:15 <b>states</b> 136:1 149:19 150:11 184:21 198:9	212:4 219:12 <b>stating</b> 226:3,11 <b>sticker</b> 229:23 229:24 <b>stickered</b> 229:23 <b>stock</b> 211:9 <b>stop</b> 220:8 <b>store</b> 140:8 141:1,2,9,24,24 143:4 144:2,23 148:18,24 149:4 150:23 151:2,4 151:7 152:17,20 154:15 155:1 158:19,20 159:2 159:6 161:1,2 161:14,14,21,22 161:23 162:13 162:16 166:12 167:6 168:2 170:23 172:18 175:21,24 176:10,10,21 182:19 183:23 184:1,9 187:9 187:13 188:3 190:16 192:2,17 196:6 197:22 198:2 199:9,10 201:9,18 205:5 207:6 208:15 213:7 214:21 216:12 220:20 220:22 223:11	223:14 224:11 227:2,6 230:17 230:22 231:19 <b>stores</b> 141:6 142:10,12 149:19 151:15 153:2 156:12 163:13 183:7 184:17,21 185:1 185:6,17,17,21 186:5,8,15,18 187:19 191:10 192:17 193:1 194:4,9,14 195:2,7 196:3,6 197:2 203:9,12 203:15 207:7,11 210:22 217:5 218:12 224:9,18 <b>street</b> 138:7,12 155:2 166:11 172:22 <b>strips</b> 208:16,20 212:12,23 213:12,13 214:13 220:21 223:14 224:14 <b>sub</b> 188:1,7,9 <b>subject</b> 170:10 183:17 199:22 <b>submitted</b> 188:24 223:17 <b>subscribed</b> 241:14	<b>successful</b> 206:21 <b>sufficient</b> 211:2 <b>suffolk</b> 179:3 <b>suggestion</b> 220:24 <b>suggests</b> 191:2 <b>suite</b> 138:4,7 <b>sullivan</b> 191:22 <b>summarize</b> 235:1 <b>summer</b> 182:3 <b>super</b> 184:11 189:3 230:4 <b>supervised</b> 163:14 <b>supervisor</b> 162:22 <b>supervisors</b> 190:16 191:2 <b>support</b> 149:5 223:18 225:6 229:2,6 <b>supporting</b> 183:5 <b>supports</b> 148:18 148:23 <b>supposed</b> 171:15 195:18 <b>sure</b> 159:19 162:17 171:11 173:24 182:14 198:16 206:3 212:17 231:21
---	---	--	--



<b>surprise</b> 206:19	209:10,13 220:8	226:2,9,19	210:18 235:10
<b>suspect</b> 236:9	<b>taylor</b> 138:11	227:11,20 228:8	<b>testified</b> 140:2
<b>sustainable</b>	140:12 142:4	228:20 231:4	199:24
146:3,12	143:1,13 145:4	232:4,22 233:3	<b>testify</b> 218:20
<b>sworn</b> 140:2	147:10 148:6,14	235:12 236:10	219:7,12,22
241:14	149:10 152:15	236:17 239:1	<b>testimony</b>
<b>system</b> 161:10	154:6 155:11	<b>team</b> 148:18,19	137:13 140:13
169:8 170:17,19	156:2,13 157:4	149:6 150:24	152:1 164:1
171:2 183:9	157:24 159:17	154:11 155:16	165:23 168:14
199:20	160:7 162:10,20	156:18 159:24	172:9 175:17
<b>systemically</b>	163:16,24	168:8 171:21	178:22 180:12
171:1 227:15	165:14 167:20	180:5 182:19	189:12 190:14
<b>t</b>	168:10,21 169:6	186:14 188:20	193:19 197:10
<b>t</b> 238:1,1 240:3	169:22 170:6	188:23 192:7	205:12 215:17
240:3	173:15,22 174:5	197:16 198:9	217:15 222:16
<b>take</b> 157:23	174:10,22 175:1	201:9 205:2,3	229:18 233:13
161:14 169:15	175:16 176:12	208:18 223:22	233:19 239:9,18
178:6,7 193:7	177:4 178:1,9	<b>teams</b> 214:19	241:8
196:5 208:13	181:2 184:14,22	<b>technology</b>	<b>texas</b> 136:9
215:5 219:16	189:6,20 190:23	191:12	<b>thank</b> 160:9
<b>taken</b> 137:2,6	191:4 192:20	<b>tell</b> 166:2 169:7	180:1 220:15
178:10 181:11	194:8,18,22	182:10 189:4,15	225:6 236:12
189:21 213:8	195:12,22	189:18 204:4	<b>thankfully</b>
215:8 236:13	196:21 198:3,23	220:6	212:18
<b>takes</b> 144:22	199:16 200:9,24	<b>telling</b> 143:23	<b>thanks</b> 173:21
180:21 208:15	201:7 202:19	201:24	<b>theft</b> 238:16
<b>talk</b> 161:19	203:23 205:14	<b>tennessee</b>	<b>theory</b> 184:13
169:24 236:8	205:22 208:8	138:23 238:2,6	<b>thing</b> 165:10
<b>talked</b> 145:1	209:15 210:10	238:12,16,21	168:21 169:8
170:21 200:4	211:5,23 215:24	<b>termination</b>	176:19 178:14
206:17 208:14	217:1,14 218:6	162:9,12,14	184:9 187:23
214:9 217:17	218:19 219:1,6	<b>terms</b> 137:7	233:7
<b>talking</b> 141:20	219:20 220:5,10	141:24 144:7	<b>things</b> 159:21
146:20 160:10	221:2 222:22	145:24 147:9	169:8 170:4
160:17 197:16	223:4 224:23	161:19 162:19	211:9 217:24

[things - unacceptable]

Page 268

236:7,20 <b>think</b> 140:13 144:14 149:24 151:11,22 160:10 161:7 171:11,16 173:10 175:3 181:8,16 194:9 194:10 196:16 217:22 219:21 229:21 230:5 233:23 235:20 <b>thinking</b> 147:1 <b>third</b> 151:7 207:20 208:1 229:3 <b>thought</b> 169:14 175:23 190:14 236:4 <b>thousand</b> 195:2 <b>thousands</b> 141:21 <b>thread</b> 169:18 <b>threshold</b> 161:3 161:4,6 <b>throw</b> 232:20 <b>tied</b> 161:6 <b>time</b> 141:7,14 147:14 151:15 152:17 154:8 156:9 158:2,4,4 159:2,4 165:8 167:6 170:15,24 173:21,23 175:13 176:6	180:4 183:10 190:20 191:7,14 192:3 193:8 195:1 197:24 199:3 200:7,17 201:10 202:3,17 203:5,9,11,16 204:11 209:7,11 209:19 213:11 214:12,22 218:19 220:13 223:23 227:22 229:14 239:19 <b>timeframe</b> 239:8 <b>timely</b> 190:18 194:5 195:9,17 196:19 <b>times</b> 145:7 209:22 <b>title</b> 230:15,16 <b>tn</b> 136:22 138:8 <b>today</b> 143:8,15 149:7 155:19 166:23 227:8,13 <b>together</b> 141:15 <b>told</b> 140:8 141:23 175:23 <b>tomorrow</b> 184:17 <b>toner</b> 196:2 <b>took</b> 143:11 146:4 154:24 159:9 167:9 174:15 175:14	177:1 205:5 222:9 223:22 <b>top</b> 198:8 234:6 <b>total</b> 197:1 <b>towards</b> 177:14 <b>town</b> 196:4 <b>tracking</b> 156:16 156:22 <b>transcript</b> 238:7 238:14 239:6,20 241:5,8 <b>transcripts</b> 239:15 <b>transfer</b> 238:16 <b>travel</b> 163:4 <b>traveling</b> 163:8 164:6 <b>treasure</b> 187:6 206:20 207:10 <b>trend</b> 156:23 198:17 <b>trent</b> 138:11 174:4 189:18 193:24 206:6 215:23 218:24 219:3,10,24 232:19 233:8 239:1 <b>tried</b> 220:13 <b>true</b> 238:7 241:8 <b>try</b> 180:24 215:22 <b>trying</b> 163:19 168:24 169:9 196:10 197:12	219:24 235:4 <b>tuesday</b> 145:11 181:19 183:8,16 183:17 184:6,9 184:11,17,18 189:3 193:1,6 193:11 195:8 197:3,17 224:12 <b>tuesdays</b> 193:7 193:10 195:19 196:20 <b>turn</b> 220:12 <b>turning</b> 152:5 166:5,21 <b>twirling</b> 189:23 <b>two</b> 142:10 154:15 158:24 174:16 175:4 214:6 <b>type</b> 152:22 161:9 176:19 186:11,15 196:17 211:15 235:21 <b>types</b> 152:18,23 153:10 <b>typically</b> 144:17 159:20,20 163:22 180:19 217:20 <b>u</b> <b>u.s.</b> 138:4 <b>uh</b> 191:20 <b>unacceptable</b> 194:6
---	--	---	---

[unauthorized - webb]

Page 269

<b>unauthorized</b> 238:15	<b>use</b> 207:23	<b>versus</b> 202:3,3 232:2	<b>walk</b> 183:12 212:3
<b>under</b> 204:16 220:16 225:14 225:16 229:1	<b>used</b> 232:15 239:20	<b>vice</b> 229:5	<b>wall</b> 187:7
<b>understand</b> 140:24 159:19 181:23 183:11 221:4,11 230:13 230:20,21 234:17 235:6,20	<b>using</b> 192:13 236:2	<b>violation</b> 139:12 150:8 179:8 232:13 234:24 238:16	<b>want</b> 157:6 173:16,24 174:7 189:18 214:20 218:21
<b>understood</b> 157:1 190:18 222:15,18	<b>usually</b> 232:12	<b>violations</b> 151:16 153:11 159:23 170:16 170:19 232:7,8 235:2	<b>wanted</b> 140:6 141:5 144:10,11
<b>undertook</b> 187:5	<b>utah</b> 150:12	<b>virginia</b> 138:13	<b>warn</b> 229:11
<b>unfolded</b> 210:12 210:15	<b>utilize</b> 153:2	<b>visibility</b> 156:5	<b>water</b> 149:14
<b>unfolding</b> 214:11	<b>v</b>	<b>visible</b> 180:22	<b>way</b> 142:16 151:12 168:16 172:11 173:4 176:14 179:19 191:6 192:7,11 201:17 206:5 210:3 214:15 217:21 219:4,8 219:9 227:9 231:23 232:21 233:22 234:20 238:9
<b>united</b> 136:1 184:21	<b>v</b> 136:7 239:4 240:1 241:1	<b>visit</b> 158:19,21 159:3,7 161:1,2 161:9,21,22 162:3 163:7 231:19	<b>ways</b> 142:10 153:1
<b>universal</b> 235:23	<b>variations</b> 224:17	<b>visits</b> 163:13,21 164:3,4	<b>we've</b> 144:22 145:2 146:12 167:23,23 172:20 173:3,13 203:10 214:9
<b>unlabel</b> 230:1	<b>variety</b> 176:15	<b>vitamins</b> 164:18 177:16	<b>webb</b> 138:22 238:5,19
<b>unprecedented</b> 209:19 223:24	<b>various</b> 145:7 157:10 192:18	<b>volume</b> 136:18 239:5 240:2,24 241:2,4,12	
<b>unsure</b> 221:6	<b>vary</b> 235:11,16	<b>w</b>	
<b>upc</b> 235:22,23 235:24	<b>varying</b> 235:18	<b>wait</b> 174:8	
<b>updates</b> 188:21	<b>vendor</b> 207:20 208:1 211:7,8 212:24 229:3	<b>waiting</b> 166:10 178:14 194:3 234:4	
<b>upstream</b> 214:24	<b>vendors</b> 208:18 209:24 211:10 211:17	<b>waived</b> 137:10 237:2	
<b>urban</b> 186:12	<b>verbally</b> 179:23		
	<b>verbiage</b> 185:4		
	<b>verify</b> 143:10 239:9		
	<b>veritext</b> 136:21 138:22 238:20 239:14,23		
	<b>veritext.com</b> 239:15		
	<b>version</b> 207:3,4		

[week - zones]

Page 270

<b>week</b> 140:7,10 140:15,18,20,22 140:23 144:2 145:12,12 172:15 175:20 175:24 176:2,3 188:24 202:2,6 202:6,8,9,11,14 203:14 220:16 <b>weekly</b> 185:2,19 212:10 224:12 <b>weeks</b> 182:22 202:10,11 212:6 212:19 213:2,6 216:23 222:4 223:3,18 224:15 <b>weighing</b> 204:23 <b>weight</b> 154:21 167:4 <b>weights</b> 152:11 235:21 <b>went</b> 201:10 214:17 <b>wheel</b> 152:5 166:4,20 <b>wide</b> 140:8 144:23 <b>wife</b> 204:14 <b>wise</b> 142:20 <b>witness</b> 137:10 152:1 165:23 168:14 172:9 178:22 180:12 181:1,3,8,13	189:12,18 193:19,24 194:20,24 197:10,12 205:12 206:8 215:7,17,23 218:20 219:8,22 229:18 233:7,13 233:19 236:11 236:16 239:8,10 239:12,19 <b>wolf</b> 136:4,4 239:4 240:1 241:1 <b>wonder</b> 231:16 <b>wondering</b> 142:18 152:10 <b>woods</b> 138:12 172:3 <b>words</b> 228:18 <b>work</b> 146:2,4 183:4,4 207:21 208:2 211:11 213:2 228:17 231:23 238:15 <b>worked</b> 229:23 <b>working</b> 142:13 152:21 221:9 <b>workload</b> 181:19 182:18 182:20 183:18 <b>workloads</b> 181:24 <b>worst</b> 232:13	<b>wow</b> 214:12 <b>wrap</b> 233:2 236:9 <b>wrapped</b> 223:16 <b>wrong</b> 194:16 222:17 <b>x</b> <b>x</b> 139:1 207:6 <b>y</b> <b>yeah</b> 147:24 158:15 163:19 169:14 170:2,6 171:3 173:10,12 174:14 180:22 184:5 192:14 194:20,21 197:12 201:2 203:1 204:8 206:3 209:21 214:12 218:15 218:22 231:11 235:6 236:4 <b>year</b> 140:8 143:12 146:14 147:1,3,14 150:8 151:15 161:20 201:6 209:17 210:1,12 210:13 227:24 <b>years</b> 213:3 232:8 <b>yellow</b> 188:6 <b>yep</b> 164:21,22 173:22 178:9	194:24 <b>york</b> 136:1,8 151:7 152:12 155:2 167:7 170:11 172:1,22 190:5,7 192:8 192:15,24 194:4 195:7 198:12 202:16 203:7,9 235:2 <b>z</b> <b>zone</b> 185:4 186:4,9,17,19 186:22 187:10 187:11,14,15,16 187:21,22,22 188:5 223:18 <b>zones</b> 186:15 187:13
---	--	---	---

Federal Rules of Civil Procedure

Rule 30

(e) Review By the Witness; Changes.

(1) Review; Statement of Changes. On request by the deponent or a party before the deposition is completed, the deponent must be allowed 30 days after being notified by the officer that the transcript or recording is available in which:

(A) to review the transcript or recording; and

(B) if there are changes in form or substance, to sign a statement listing the changes and the reasons for making them.

(2) Changes Indicated in the Officer's Certificate. The officer must note in the certificate prescribed by Rule 30(f)(1) whether a review was requested and, if so, must attach any changes the deponent makes during the 30-day period.

DISCLAIMER: THE FOREGOING FEDERAL PROCEDURE RULES ARE PROVIDED FOR INFORMATIONAL PURPOSES ONLY.

THE ABOVE RULES ARE CURRENT AS OF APRIL 1, 2019. PLEASE REFER TO THE APPLICABLE FEDERAL RULES OF CIVIL PROCEDURE FOR UP-TO-DATE INFORMATION.

VERITEXT LEGAL SOLUTIONS

COMPANY CERTIFICATE AND DISCLOSURE STATEMENT

Veritext Legal Solutions represents that the foregoing transcript is a true, correct and complete transcript of the colloquies, questions and answers as submitted by the court reporter. Veritext Legal Solutions further represents that the attached exhibits, if any, are true, correct and complete documents as submitted by the court reporter and/or attorneys in relation to this deposition and that the documents were processed in accordance with our litigation support and production standards.

Veritext Legal Solutions is committed to maintaining the confidentiality of client and witness information, in accordance with the regulations promulgated under the Health Insurance Portability and Accountability Act (HIPAA), as amended with respect to protected health information and the Gramm-Leach-Bliley Act, as amended, with respect to Personally Identifiable Information (PII). Physical transcripts and exhibits are managed under strict facility and personnel access controls. Electronic files of documents are stored in encrypted form and are transmitted in an encrypted

fashion to authenticated parties who are permitted to access the material. Our data is hosted in a Tier 4 SSAE 16 certified facility.

Veritext Legal Solutions complies with all federal and State regulations with respect to the provision of court reporting services, and maintains its neutrality and independence regardless of relationship or the financial outcome of any litigation. Veritext requires adherence to the foregoing professional and ethical standards from all of its subcontractors in their independent contractor agreements.

Inquiries about Veritext Legal Solutions' confidentiality and security policies and practices should be directed to Veritext's Client Services Associates indicated on the cover of this document or at [www.veritext.com](http://www.veritext.com).